

*Private Industry Council
of San Luis Obispo County, Inc.*



Occupational Outlook 1999 - 2001

Labor Market Information

\$25.00

San Luis Obispo County Occupational Outlook 1999 – 2001

A Product of the
California Cooperative Occupational Information System



Brought to you by the

Private Industry Council of San Luis Obispo County, Inc.
www.jobhunt.org

Private Industry

C O U N C I L

of San Luis Obispo County, Inc.

and the
California Occupational Information Coordinating Committee
www.soicc.ca.gov



and the
Employment Development Department's Labor Market Information Division
www.calmis.ca.gov





ACKNOWLEDGEMENTS

The Private Industry Council (PIC) of San Luis Obispo County, Inc. would like to express appreciation to the following individuals for their valued contributions to the Occupational Outlook 1999-2001 Report:

EMPLOYERS

PIC is grateful to the many employers throughout San Luis Obispo County that gave their time to respond to the survey, providing the basic information presented in this report. Without employer support this report would not be possible. Thank you!

EDD/LMID

PIC appreciates the valuable assistance provided by the Employment Development Department's Labor Market Information Division, in particular the CCOIS Group.

WORKFORCE INVESTMENT BOARD MEMBERS

Rodney Babcock, Next Intent
David Baldwin, Local 600 Cement Masons
James Buttery, Andre, Morris and Buttery
Lee Collins, San Luis Obispo County Department of Social Services
Chris Connors, Zurn/Wilkins
David Cox, Barnett Cox & Associates
Julian Crocker, County Office of Education
Lee Ferrero, Private Industry Council of San Luis Obispo County, Inc.
David Garth, San Luis Obispo Chamber of Commerce
Cindy Graumann, Employment Development Department
Michael Greenelsh, California Fine Wire
Ted Hall, IBEW Local No. 639
Russ Jensen, Mid-State Bank & Trust
Ray Johnson, Economic Vitality Corporation
Joyce Ellen Lippman, Central Coast Commission for Senior Citizens
Bill Luffee, Promotion Plus, Inc.
Louise Matheny, Morris & Garritano
Per "Mat" Mathiesen, Mat's Automotive
Patrick McGuire, Mid-State Precision, Inc.
Dean Meyer, California State Department of Rehabilitation
Sara Pazell, TMS Pacific Imports
Richard Restuccia, Rain Bird Sales, Inc.
Marie Rosenwasser, Cuesta Community College
Carol Rounsaville, San Luis Sourdough
Scott Smith, People's Self-Help Housing Corp.
Elizabeth "Biz" Steinberg, Economic Opportunity Commission
Ed Thoma, Thoma Electric
Teri Thulin, Central Coast Health Partners/French Hospital
Pati Withers, EOS Estate Winery

PIC STAFF

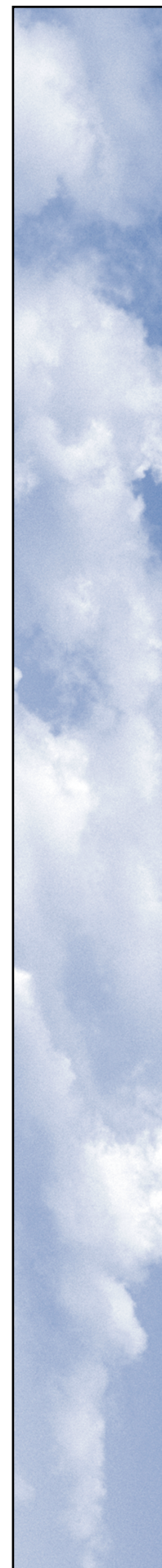
Michelle Scherer-Robles, Deputy Director
Mike Taylor, Labor Market Information Coordinator
Deana Nelson, Labor Market Information Assistant



Table of Contents

Section	Page(s)
1. INTRODUCTION	1
A brief summary of the origin of the CCOIS program, the partnership objectives, program goals, and the potential uses for this report.	
2. INTERPRETATION OF OCCUPATIONAL PROFILES	3
An explanation of key terms and each section of the occupational profiles.	
3. RESEARCH METHODS	7
A brief summary of the process followed to gather, analyze, and compile the information in this report.	
4. OCCUPATIONAL PROFILES	
Accountants and Auditors (2001)	10
Activity Directors (2000)	12
Adjustment Clerks (2000)	14
Administrative Service Managers (2000)	16
Amusement and Recreation Attendants (2000)	18
Assemblers and Fabricators – Except Machine, Electrical, and Precision (1999)	20
Bill and Account Collectors (2000)	22
Bookkeeping, Accounting, and Auditing Clerks, Including Bookkeepers (1999)	24
Child Care Workers (2001)	26
Civil Engineers (2001)	28
Combined Food Preparation and Service Workers (2001)	30
Computer Aided Design (CAD) Technicians (2001)	32
Computer Network Administrators and Managers (2001)	34
Computer Support Specialists (2000)	36
Construction and Building Inspectors (1999)	38
Cost Estimators (1999)	40
Customer Service Representatives (1999)	42
Electricians (2001)	44
First-Line Supervisors and Manager/Supervisors – Construction Trades and Extractive Workers (1999)	46
Heating, Air Conditioning, and Refrigeration Mechanics and Installers (2000)	48
Helpers – Carpenters and Related Workers (2001)	50
Home Health Aides (1999)	52
Human Resource Technicians (2001)	54
Industrial Truck and Tractor Operators (2000)	56
Instructors and Coaches – Sports and Physical Training (2000)	58
Internet Web Site Designers/Developers, or Webmasters (1999)	60
Janitors and Cleaners – Except Maids and Housekeeping Cleaners (2001)	62
Lab Technicians – Winery (2000)	64
Laborers, Landscaping and Groundskeeping (2000)	66
Laundry and Dry-Cleaning Machine Operators and Tenders – Except Pressing (2000)	68
Legal Secretaries (1999)	70
Licensed Vocational Nurses (1999)	72
Loan and Credit Clerks (2000)	74

Section	Page(s)
Maintenance Repairers – General Utility (2001)	76
Managers, Personnel (1999)	78
Marketing, Advertising, and Public Relations Managers (2001)	80
Mechanical Engineers (1999)	82
Medical Assistants (1999)	84
Medical Records Technicians (2001)	86
New Account Clerks (2000)	88
Nurse Aides (2001)	90
Office Managers (1999)	92
Painters and Paperhangers – Construction and Maintenance (2001)	94
Paralegal Personnel (2001)	96
Receptionists and Information Clerks (1999)	98
Registered Nurses (1999)	100
Residential Counselors (1999)	102
Sales Agents – Selected Business Services (2000)	104
Sales Representatives, Scientific and Related Products and Services – Except Retail (2000)	106
Salespersons – Retail (Except Vehicle Sales) (2001)	108
Stock Clerks – Stockroom, Warehouse, Storage Yard (1999)	110
Systems Analysts – Electronic Data Processing (2001)	112
Teachers – Secondary Education (2000)	114
Teachers – Special Education (1999)	116
Technical Assistants – Library (1999)	118
Technical Writers (2000)	120
Telemarketers, News and Street Vendors, Telephone Solicitors, Door-to-Door Sales Workers and Other Related Workers (2000)	122
Telephone and Cable T.V. Line Installers and Repairers (2001)	124
Tellers (2001)	126
Wholesale and Retail Buyers – Except Farm Products (2000)	128
5. APPENDIX A	A-1
OES to DOT Conversion (for almost all occupations)	
APPENDIX B	B-1
San Luis Obispo County Occupational Projections 1999-2006 50 Occupations with the Largest Growth	
APPENDIX C	C-1
San Luis Obispo County Occupational Projections 1999-2006 50 Occupations with the Fastest Growth	
APPENDIX D	D-1
Sample Questionnaire	
APPENDIX E	E-1
Training Providers	
San Luis Obispo County	



The following Occupational Outlook Report presents results from the last three years of the annual local Labor Market Information (LMI) study conducted by the Private Industry Council (PIC) of San Luis Obispo County, Inc. In December 1995, the PIC entered into a partnership with the California Employment Development Department, Labor Market Information Division (LMID) to study and present a current, short-term outlook of the labor market in San Luis Obispo County. This partnership became known as the California Cooperative Occupational Information System (CCOIS).

CCOIS began as a pilot program in 1987 and is now implemented throughout California. The Occupational Outlook Reports produced under CCOIS offer the only source of local, up-to-date occupational information. In response to feedback from users of our LMI reports, the PIC has combined the results of three years of research into one comprehensive report that includes twenty occupations studied in 2001 and information gathered from 1999 and 2000. Be advised that some format changes were made from each year's profiled occupations to coordinate the integration of this data for statewide use. Typically, the information gathered for each year's occupations were collected between May and October of the represented year.

PROGRAM GOALS

The CCOIS partnership goal is to improve the match between local employers' labor market needs and the skills and qualifications of job seekers by providing a variety of current, local information regarding existing jobs, based on surveys of local employers. The purpose of this report is to provide information for labor market decisions including personnel management, career counseling and selection, and vocational training program planning.

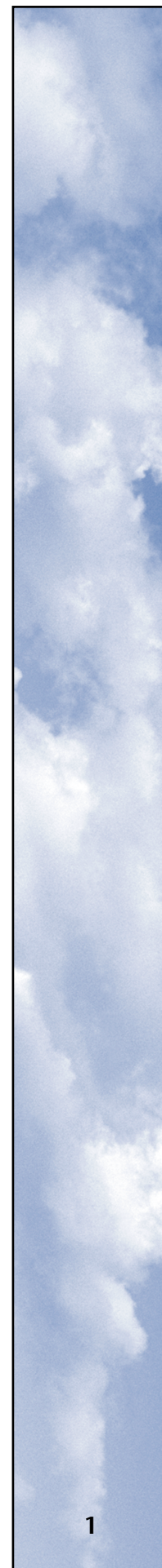
The information in this report can be used by a variety of organizations and individuals for many different purposes. Some possible uses are listed below.


Career Decisions: Career counselors and job seekers can use this data to assist them in making informed occupational choices based on skills, abilities, interests, and personal needs. The localized information is easy to read and includes employer requirements and preferences, wages, labor demand, and sources of employment and training.

Program Planning: This report provides local planners and administrators with employment, training, and placement data, as well as occupational size and expected growth rates. Program planners can use this information to evaluate, refine or eliminate programs, and to plan new programs.

Curriculum Design: Training providers can use this data to design and update their training curriculum based on current local employer needs and projected trends as indicated in this report.

Economic Development: Local government agencies and economic development organizations will find information on the labor pool, such as occupational size, expected growth rates, and wages, useful in determining the potential for business growth and development in San Luis Obispo County.





Program Marketing: Training providers can effectively market their programs by informing students, employers, and others that chances for job placement are greater when their training programs are developed using reliable, local occupational data.

Human Resource Management: Small business owners and large corporate human resource directors alike can use this report to help determine competitive wages and benefits, improve their recruitment methods, and assess the availability of qualified workers for business expansion and relocation purposes.

This report is intended to be a resource used in conjunction with others to make employment and training decisions. The continuing nature of the program enables the PIC to collect, analyze, and report current information on a wide range of occupations, as determined by local need.

FOR MORE INFORMATION

If you would like more information on the contents of this report, or on labor market information efforts in general, please call Mike Taylor at the Private Industry Council of San Luis Obispo County, Inc. at (805) 788-2601.

Interpretation of Occupational Profiles

Each occupational profile provides the information described below. The information for each category of the profiles is based on local employer responses, as described in the “Research Methods” section of this report. Please keep in mind that the information reported represents a snapshot in time and there may be more current data to consider.

TITLE AND JOB DESCRIPTION

The title and definition for most occupations (called “Job Description” in this report) is based on the Occupational Employment Statistics (OES) Dictionary, published by the Bureau of Labor Statistics in May 1992. The OES titles and descriptions often encompass multiple job titles found in the Dictionary of Occupational Titles (DOT), published by the U.S. Department of Labor, Employment and Training Administration (Fourth Edition, revised in 1991). There are a few non-OES occupations profiled in this report for which PIC developed definitions, in collaboration with LMID, local employers, and other Local Partners. Job titles most commonly used for the respective occupation in the local job market (i.e., titles used by more than one responding employer, and employers with relatively large numbers of people in the occupation) were included in this section of the profile.

KEY TERMS

The terms all, almost all, most, many, some, and few are used in several categories to present information where percentages may or may not be used (depending on importance). The following definitions will apply to these terms:

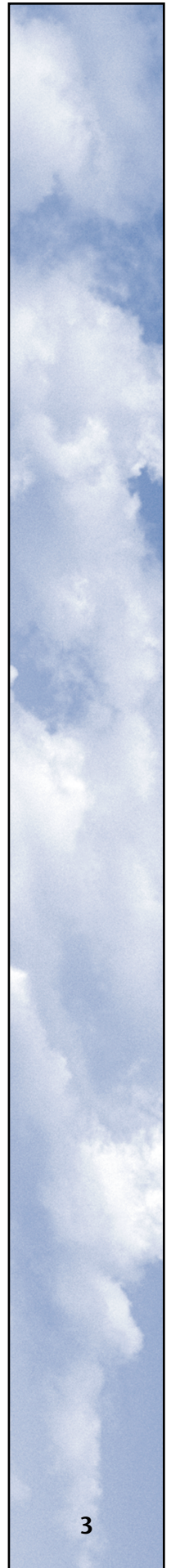
All employers:	100%
Almost all employers:	80% up to but not including 100%
Most employers:	60% up to but not including 80%
Many employers:	40% up to but not including 60%
Some employers:	20% up to but not including 40%
Few employers:	less than 20%

Although information is shown to the nearest whole number for ease of comparison, the reader should not interpret this as an indication of precision (percentages were rounded by increasing the highest value when below 100% or decreasing the lowest value when above 100%). Ranges are also considered to be representative.

WAGES AND BENEFITS

The range of wages and the median wage paid are provided for three different levels of experience and employment, also extreme high and/or low wage values (outliers) were excluded to allow for a more representative range estimate. More specifically the data points collected outside two standard deviations from the mean were not used in the range calculations. Both union and non-union wages are reported when more than 20% of the covered employees in an occupation are represented by union(s). This data is not intended to represent official prevailing wages. Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision. Wages are determined for each category using the following definitions:

New hires, no experience:	Wage paid to persons trained but without paid experience in the occupation.
New hires, experienced:	Wage paid to journey-level experienced persons just starting at the firm.
Experienced, 3 years with firm:	Wages generally paid to persons with more than three years of journey-level experience at the firm.



Each category contains a minimum (low) wage value, a maximum (high) wage value, and the median (middle) wage value. The term "Insufficient Data" will be used when one or two categories have less than three wages or no wage data.

BENEFITS

Only information on benefits paid for in full by employers or cost-shared with employees is included in this report (information on percentage of employers who offered benefits but had employees pay all of the costs or employers who did not offer any benefits to employees were not covered in this report). Also, not covered in the report are waiting or probationary periods required before some or all benefits go into effect, the cost share paid by the employee, and the degree of insurance coverage offered by employers. Union status was provided in this section and represents the percentage of employers who use union workers, it is important to note that employers could employ union and non-union workers at the same time. Also, the average number of hours worked per week by full-time, part-time, temporary, and seasonal workers (if applicable) is provided in this section with shift information.

EMPLOYER REQUIREMENTS

This section presents a summary of the work experience, education, training, licenses, skills, and other requirements stated by surveyed employers. While minimum educational requirements have been shown as employers expressed them, these educational requirements are not always essential for the performance of the job duties. Because the lack of educational requirements will create a barrier with some employers, employer's educational requirements have been added to this report.

The basic skills, knowledge, abilities, certification, and licensing information is provided by EDD/LMID. However, the new skills sought by employers and computer software skills listed in this section were tabulated as a result of responding employers. Only skills that have been reported by more than one employer or by firms employing a majority of workers in the occupation are listed. General terms were used when needed in an effort to maintain the confidentiality of the responding firm.

EMPLOYMENT TRENDS

I. According to the EDD Occupation Projections for San Luis Obispo County, the average growth from 1999 – 2006 for all occupations is 16.4%. And the average growth rate for occupations studied in 2000 from 1997 – 2004 is 11.9% for all occupations. Lastly, the average growth rate for occupations studied in 1999 from 1995 – 2002 is 16.7% for all occupations. The following terms are used to indicate the relative, expected growth rate for the occupations in San Luis Obispo County:

Much faster than average	1.50 times the average, or more
Faster than average	1.10 to but not including 1.50 times the average
Average	0.90 to but not including 1.10 times the average
Slower than average	0.10 to but not including 0.90 times the average
Remain stable	-0.1 to, but not including, 0.1 times the average
Slow decline	-0.1 times the average or less

II. The following terms are used to indicate the relative employment size of each occupation in San Luis Obispo County:

	<u>1999</u>	<u>2000</u>	<u>2001</u>
Small	Less than 118	Less than 132	Less than 142
Medium	Between 118 and 235	Between 132 and 262	Between 142 and 283
Large	Between 236 and 511	Between 263 and 569	Between 284 and 615
Very large	512 and above	570 and above	616 and above

The local size and estimated projected growth rates reflect points in time from 1999 – 2006 for each occupation surveyed. The data was obtained from Table 6 of the EDD publication “Projections and Planning Information for San Luis Obispo County,” using simple linear regression, or simply, the future will be predicted by the past and a line will be drawn to show this relationship. In addition, listed under the heading “Projections” is the percentage of responding employers’ outlook for the next 24 months. Likewise, information on the previous year’s employment levels and the sources of employers’ filled vacancies are listed to give the reader a recent perspective of the trends, turnover, and growth. For most occupations, more openings are the result of workers leaving the labor force (attrition) or changing occupations than of industry growth. Also included is labor supply and demand information for each occupation based on the degree of difficulty employers have in finding qualified applicants. The following terms are used to classify the occupational supply and demand assessment in San Luis Obispo County:

Very difficult:	Demand is considerably greater than the supply of qualified applicants. Employers often cannot find qualified applicants when an opening exists. Qualified applicants encounter no competition in their job search.
Moderately difficult:	Demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times. Qualified applicants encounter little competition in their job search.
Not difficult:	Supply of qualified applicants is considerably greater than demand, creating a very competitive job market for applicants.

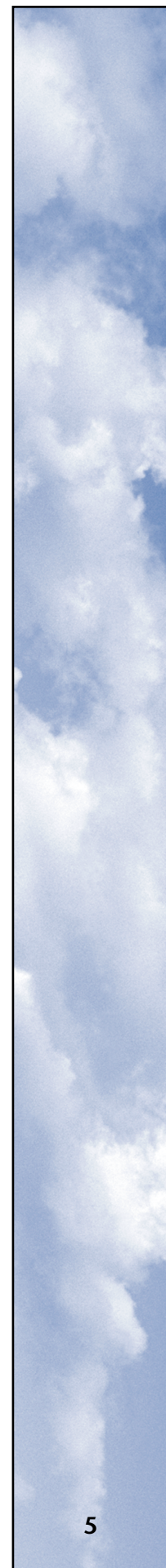
The most successful recruitment strategies reported by responding employers are identified, in descending order and only the top strategies are reported, even though others may have been identified.

Information on the major industries employing each occupation is based on the EDD/LMID publication “Projections for Employment.” The terms used in this section are taken from the Standard Industrial Classification (SIC) Manual. When an occupation is employed by a wide variety of industries, those industries employing the greatest number of persons in the occupation are identified in this report under the heading “Where the Jobs Are.”

OTHER INFORMATION

Promotional patterns reported by responding employers are presented here which includes titles and skills important for career advancement. When available, the State job outlook is provided to give the reader a picture of how the occupation fares statewide, from 1998 – 2008, based on information derived from the EDD/LMID publication “California Projections and Planning Information (PPI) Reports,” Table 7. We must stress that State labor market data could vary from the local situation because of the unique characteristics of local industries. Statewide and local labor market data is available on the Internet at <http://www.calmis.ca.gov>. Also, we would like readers who are interested in more information about the occupations studied to use the California Occupational Guide as a resource and we have provided the number for easy reference and DOT titles and codes (found in Appendix A) are given.

Finally, listed at the end of each profile is a complete listing of training providers in San Luis Obispo County that correspond to the profiled occupation. If interested in contacting the training providers, please see Appendix E for contact information. The training information is taken directly from the California Training and Education Providers (CTEP) database which is a State Training Inventory listing



provided by EDD in conjunction with each county's Local Partner. Also, the EDD does not endorse the schools and training providers listed in this report. Please note that training programs may change frequently and we recommend contacting the schools to verify the information listed in the profile.

The following describes the process followed to complete this study, and the respective roles of the PIC and the EDD/LMID:

I. OCCUPATION SELECTION

Each year the PIC consults with the EDD to determine occupations that are significant in the county and/or are expected to grow over the next six years. The PIC staff also review their job order information and scans the local newspaper to verify that the occupations selected are in fact showing immediate openings. A list of 40 proposed occupations suitable for study is compiled and distributed to local employers and other interested parties each year for input. The selections made by those responding are then compiled and discussed in an annual community meeting.

Representatives from the private and public sectors, educational institutions, and vocational counselors are invited to the community meeting generally held in February. Participants are asked to help the PIC select 20 occupations for study in the current year. The primary objective is to select occupations which are of most interest to the users (and potential users) of this publication.

Participants in the community occupation selection meeting have agreed to give preference to occupations using the following criteria:

- Have a substantial employment base in the county, and/or
- Have a substantial number of job openings projected in the next three to five years, and/or
- Training required would take two years or less to complete, and/or
- Show opportunity for upward mobility, or are full performing professions.

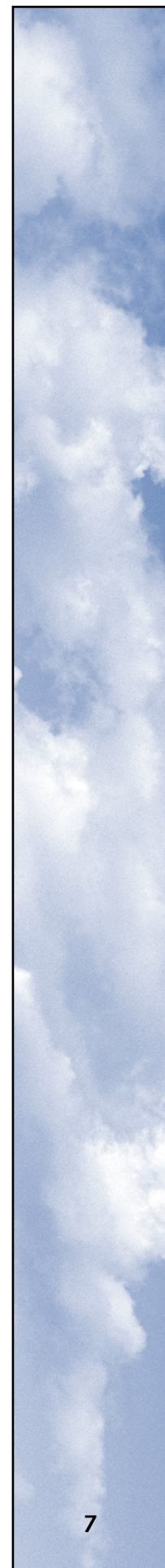
Some of the selected occupations fail to meet all four criteria, but were selected based on community interest. EDD/LMID reviews and approves the final list of occupations for study, and verifies the correct definition for each occupation.

II. DEFINITION OF THE OCCUPATION

The definition of each occupation is found in the Occupational Employment Statistics (OES) Dictionary published by the U.S. Department of Labor, with the exception of the non-OES occupations (identified in the upper left corner of the profile). Non-OES occupations will have no statewide statistics because they are newly defined occupations, therefore under State supplied sections you will see the statement, "The information is not available for non-OES occupations." The OES occupation definitions define the activities and functions of the worker and are sufficiently broad to capture a wide range of specialties within an occupation, but clear enough for use in research. The OES definitions are used by LMID to produce projections for employment (occupational estimates of size, growth, and separations).

III. SURVEY SAMPLE DESIGN

After the occupations are selected for the study, LMID then draws a sample of up to 40 local employers, comprised of a cross section of various sized firms that are representative of all major employing industries for each occupation. The PIC staff edits the employer sample, adding and deleting firms as needed, while maintaining representation. Prior to commencing the survey process, the edited sample is approved by EDD/LMID. After the employer samples are approved, the PIC typically finds that further edits were necessary since some employers did not employ the occupation(s) being surveyed.



IV. QUESTIONNAIRE DEVELOPMENT

A standard, two-page, employer questionnaire was developed by EDD/LMID.

V. SURVEY PROCEDURES

The survey process typically begins in May and continues through October. Over 500 employers are contacted each year. Employers are first contacted by phone to verify employment of the occupation and to obtain the name of a contact person. Where possible, the survey is completed over the phone at that time. If not, a survey is faxed or mailed to the appropriate contact person within the firm. Some employers selected for the sample were simply mailed surveys in early May 2001, with the assumption that they employ the occupation(s). Follow-up phone calls were made to employers who failed to respond by the established deadline to encourage their participation, and in many cases a second copy of the survey was sent to the contact person. All responses were reviewed and checked for completeness and consistency. Follow-up calls were made to complete and/or clarify data.

Completed surveys deemed usable for the study were then coded for data entry. The PIC's required response goal was 15 usable responses for each occupation. This goal was met or exceeded for all but a few occupations, where the pool of employers was small, or the needed responses were not obtainable. Required response goals also included a minimum of three usable surveys from the major industry employing the occupation (where appropriate), to ensure adequate representation.

VI. DATA ENTRY, TABULATION, AND SUMMARY

Coded survey responses to the standard questions were entered into the CCOIS database and basic tabulations were run by both the PIC and EDD/LMID. From these tabulations, the data was analyzed by the PIC and draft occupational profiles were prepared by the PIC. The draft profiles and other report materials were then reviewed by EDD/LMID analysts. Once the review and editing was completed, this report was finalized and produced.

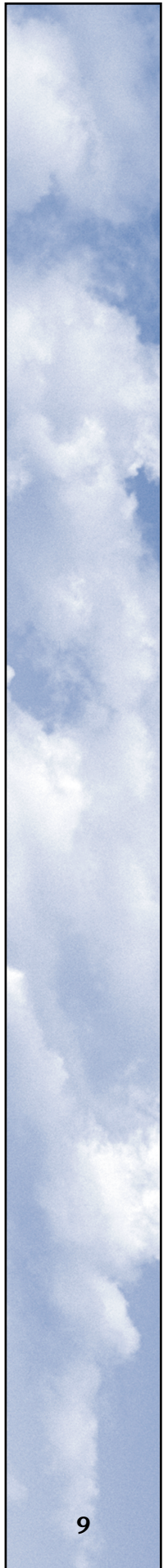
VII. DISSEMINATION

The PIC will hold a meeting in early 2002 to disseminate this report and select 20 new occupations to study. Representatives from the many user groups of LMI information will be invited to this meeting. Complimentary copies of the report will be distributed to those in attendance at the meeting and to various organizations such as schools, economic development organizations, libraries, and other Local Partners in the state. This report is also available for sale upon request.

If you would like to receive a copy of this report, please send a check made out to the Private Industry Council for \$25.00 to:

Michelle Robles
Private Industry Council
4111 Broad Street, Suite A
San Luis Obispo, CA 93401
(805) 788-2601

**Occupational Profiles
San Luis Obispo County
1999 – 2001**



Accountants and Auditors

OES 211140

16 Firms Responded
77 Jobs Represented

Job Description

Accountants and Auditors examine, analyze, and interpret accounting records for the purpose of giving advice or preparing statements and installing or advising on systems of recording costs or other financial and budgetary data.

Common Job Titles

Accountants, Associate Accountants, Staff Accountants, Senior Accountants, Assistant Controllers, Controllers, and Chief Financial Officers

Wages and Benefits

All Employers Wages (Union and Non-Union)

	<u>Range</u>	<u>Median</u>
New hires, no experience	\$8.00 – \$15.77	\$11.08
New hires, experienced	\$9.00 – \$23.15	\$12.87
3+ years with firm	\$11.00 – \$31.00	\$18.34

Other forms of compensation paid by a few employers include bonuses ranging from an additional \$0.21 to \$2.65 per hour.

Benefits

	<u>Employer Pays All</u>		<u>Shared Cost</u>	
	FT	PT	FT	PT
Medical Insurance:	69%	6%	25%	6%
Dental Insurance:	50%	6%	6%	0%
Vision Insurance:	50%	0%	6%	0%
Life Insurance:	38%	0%	0%	0%
Paid Sick Leave:	88%	19%	0%	0%
Paid Vacation:	100%	19%	0%	0%
Retirement Plan:	38%	6%	44%	6%
Child Care:	6%	0%	6%	0%

Unionization

88% Non-Union

Hours

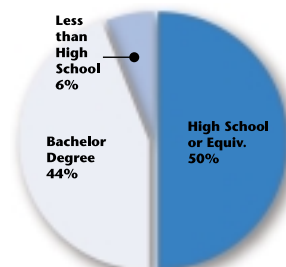
Most (77%) employees in this occupation work full time – 43 hours/week, weighted average, a few work temporary – 38 hours/week, weighted average, and a few work part time – 20 hours/week, weighted average.

Shifts

All (100%) responding employers offer day shifts and a few responding employers offer swing shifts.

Employer Requirements

Minimum Level of Education Required



Experience in the Occupation

Required	56%
Not Required	6%
Preferred	38%

Almost all responding employers require or prefer an average of 22 months of prior work experience. Some (38%) responding employers accept experience in other occupations, such as Bookkeepers or Payroll Technicians, to meet their minimum requirement.

Training as a Substitute for Previous Work Experience

Yes	47%
No	53%

Technical or Vocational Training

Required	25%
Not Required	50%
Preferred	25%

Many responding employers require or prefer an average of 26 months of accounting, bookkeeping, or tax preparation training.

Skills Information

Skills in: problem solving, verbal presentation, cost and tax accounting, and financial planning; Ability to: use accounting software and to work under pressure; Licenses: Certified Public Accountant (CPA)

New skills sought by a few employers were Internet expertise and interview techniques.

Computer software skills were sought by all employers in spreadsheet programs, almost all employers sought computer software skills in word processing programs, many employers sought computer software skills in accounting programs, and a few employers sought computer software skills in database programs.

Employment Trends

Supply & Demand Assessment

Some (37%) employers found hiring inexperienced qualified applicants to be very difficult, weighted average. Most (63%) employers found hiring experienced qualified applicants to be very difficult, weighted average.

In the last 12 months, percentage of firms whose employment in this occupation:

Declined	12%
Remained Stable	44%
Grew	44%

Sources of Filled Vacancies:

Of the 31 positions filled in the last 12 months, 42% were hired to fill temporary positions, 29% were hired to fill vacated positions, and 29% were hired to fill new positions.

Turnover

13%

The four recruitment strategies most successfully used by employers include:

Newspaper Ads	69%
Employee Referrals	38%
In-house Promotion or Transfer	38%
Private Employment Agencies	38%

Occupation Size

Large (450 – 510)

Employee Profile

71% Female

29% Male

Where the Jobs Are

SIC 8711 – Engineering Services

SIC 8721 – Accounting, Auditing, Bookkeeping Services

SIC 8748 – Business Consulting Services

Projections

1999 – 2006 Growth Rate:

Slower than average (13.3%)

Over the Next 24 Months:

Many (50%) employers expect employment in this occupation to remain stable and many (50%) employers expect employment in this occupation to grow.

Other Relevant Information

Promotional Opportunities

Most (69%) employers promote their employees to higher level positions such as: Senior Accountants, Accounting Managers, Controllers, and Partners.

Skills Important for Career Advancement

Technical expertise, problem solving, detail oriented, efficiency, organizational, and communication skills

State Outlook

Between 1998 and 2008, this occupation is expected to grow 19.7% while the total growth for all the occupations is expected to grow 23.6% during this period in California.

Related DOT Codes

See Appendix A

California Occupational Guide Number

1

Training Providers (Refer to Appendix E for Contact Information)

Academy Travel School
Programs: *Accounting, Other*

Atascadero Adult School
Programs: *Accounting Technician*

California Polytechnic State University
Programs: *Accounting*

Career Training Center
Programs: *Accounting Technician*

Coast Union High/ROP
Programs: *Accounting*

Computer Training Network
Programs: *Accounting Technician*

Cuesta College
Programs: *Accounting Technician*

H & R Block Tax Training School
Programs: *Taxation*

Opportunities Unlimited
Programs: *Accounting Technician*

San Luis Coastal Adult School
Programs: *Accounting Technician*

Specialized Technical Education Program School
Programs: *Accounting Technician*

Activity Directors

NON-OES 195.164-999

16 Firms Responded

36 Jobs Represented

Job Description

Activity Directors develop recreational, physical education, and cultural programs for various age groups. Organize and lead groups, such as senior citizens, children, and street gangs, in activities that meet interests of individual members. May demonstrate and instruct participants in activities, such as active sports, group dances and games, art, crafts, and dramatics. May organize current-events discussion groups, or conduct consumer problem surveys. May promote group work concept of enabling members to develop their own program activities. May keep records; and may recruit, train, and supervise paid staff and volunteers.

Common Job Titles

Recreation Coordinator, Recreation Supervisor, Activities Leader and Activities Director

Wages and Benefits

Non-Union Wages

	Range	Median
New hires, no experience	\$5.75 – \$15.34	\$9.54
New hires, experienced	\$5.75 – \$17.74	\$9.00
3+ years with firm	\$9.00 – \$20.14	\$10.87

Union Wages

	Range	Median
New hires, no experience	\$13.19 – \$13.19	\$13.19
New hires, experienced	\$14.00 – \$23.10	\$16.81
3+ years with firm	\$15.78 – \$25.77	\$20.43

Other forms of compensation paid by a few employers include bonuses and commission ranging from an additional \$1.15 to \$2.50 per hour.

Benefits

	Employer Pays All		Shared Cost	
	FT	PT	FT	PT
Medical Insurance:	38%	0%	44%	0%
Dental Insurance:	38%	0%	38%	0%
Vision Insurance:	38%	0%	31%	0%
Life Insurance:	31%	0%	31%	0%
Paid Sick Leave:	63%	0%	13%	0%
Paid Vacation:	69%	0%	13%	0%
Retirement Plan:	25%	0%	44%	0%
Child Care:	0%	0%	13%	0%

Other benefits offered include an auto allowance.

Unionization

69% Non-Union

31% Union

Hours

Almost all (86%) employees in this occupation work full time – 39 hours/week, weighted average while the part time employees work 21 hours/week, weighted average.

Shifts

Almost all employees (94%) work the day shift, while a few employees work some weekends and swing shifts.

Employer Requirements

Minimum Level of Education Required

High School or Equivalent	44%
Associate Degree	19%
Bachelor Degree	31%
Graduate Study	6%

Job Required Training

Required	6%
Not Required	81%
Preferred	13%

Technical or vocational training preferred by few responding employers includes an average of 15 months in recreation, child development and CPR/first aid.

Training as a Substitute for Previous Work Experience

Yes	64%
No	36%

Experience Required

Required	56%
Not Required	13%
Preferred	31%

Most (92%) of responding employers accept experience in other occupations to meet their minimum requirement.

The employers who seek work experience require six months to three years of previous work experience in a related field.

Skills Information

Ability to: delegate, organize, coordinate, work with people and provide counseling

Skills in: administration, communication, motivation and planning

New skills sought by a few employers were time management, crisis training, and bilingual language skills.

Computer software skills sought by responding employers include word processing (100%), spreadsheet (90%), database (80%), desktop publishing (40%), and Internet skills (10%).

Employment Trends

Supply & Demand Assessment

Degree of difficulty in finding qualified applicants:

The surveyed employers indicate that it is moderately difficult to find both inexperienced and fully experienced qualified applicants.

The three recruitment strategies most successfully used by employers include:

Newspaper Ads	81%
Employee Referrals	56%
In-House Promotion or Transfer	44%

Turnover

25%

Occupation Size

The information is not available for non-OES occupations

Employee Profile

67% Female

33% Male

Where the Jobs Are

SIC 8361 – Residential Care

SIC 8641 – Civic & Social Association

SIC 9130 – Local Government

Projections

Growth Rate: The information is not available for non-OES occupations

In the last 12 months, percentage of firms whose employment:

Declined	0%
Remained Stable	63%
Grew	38%

Source of Filled Vacancies:

Of the 17 positions filled in the past 12 months, 18% were hired to fill vacancies due to promotions, 35% were hired to fill vacated positions, 41% were hired to fill new positions, and 6% were hired to fill temporary positions.

Next 24 Months:

Employment in this occupation is not expected to decline. Most employers (69%) stated that they expected employment in this occupation to remain stable, while nearly one-third (31%) expect employment to grow.

Other Relevant Information

Career Track

Most employers (75%) promote their employees to higher-level Management positions.

Skills Important for Career Advancement

Communication, organization, interpersonal skills, professionalism, planning and delegation

State Outlook

The information is not available for non-OES occupations

Related DOT Codes

Unavailable

Training Providers (Refer to Appendix E for Contact Information)

Atascadero Adult School

Programs: *Sports and Exercise*

California Polytechnic State University

Programs: *Parks, Recreation and Leisure Studies*

Cuesta College

Programs: *Parks, Recreation and Leisure Studies*

Parks, Recreation and Leisure Facilities Management

Adjustment Clerks

OES 531230

19 Firms Responded
146 Jobs Represented

Job Description

Adjustment Clerks investigate and resolve customer complaints concerning merchandise, service, billing, or credit rating. They examine pertinent information to determine the accuracy of customer complaints and responsibility for errors, and notify customer and appropriate personnel of findings, adjustments, and recommendations, such as exchange of merchandise, refund of money, credit to customer's account, or the adjustment of the customer's bill.

Common Job Titles

Customer Service Representative or Associate
and Customer Service Supervisor

Wages and Benefits

Non-Union Wages

	<u>Range</u>	<u>Median</u>
New hires, no experience	\$5.75 – \$9.00	\$7.25
New hires, experienced	\$6.00 – \$11.00	\$7.50
3+ years with firm	\$6.50 – \$12.30	\$9.50

Other forms of compensation paid by a few employers include bonuses up to an additional \$5.00 per hour.

Benefits

	<u>Employer Pays All</u>		<u>Shared Cost</u>	
	FT	PT	FT	PT
Medical Insurance:	16%	5%	63%	5%
Dental Insurance:	16%	5%	47%	5%
Vision Insurance:	16%	5%	37%	0%
Life Insurance:	42%	0%	16%	0%
Paid Sick Leave:	63%	16%	11%	0%
Paid Vacation:	68%	16%	5%	5%
Retirement Plan:	26%	5%	37%	0%
Child Care:	11%	0%	0%	0%

Other benefits offered include shareholder/profit sharing plans and free Internet access.

Unionization

100% Non-Union

Hours

Many (40%) employees in this occupation work full time – 39 hours/week, weighted average while most employees (60%) work part time, 20 hours/week, weighted average.

Shifts

Almost all employees (95%) work the day shift, some employees work a swing shift such as 1:30 p.m. to 9:00 p.m.

Employer Requirements

Minimum Level of Education Required

Less than High School	21%
High School or Equivalent	74%
Associate Degree	5%

Job Required Training

Required	5%
Not Required	89%
Preferred	5%

Technical or vocational training preferred by few responding employers includes an average of 5 months in technical support.

Training as a Substitute for Previous Work Experience

Yes	60%
No	40%

Experience Required

Required	16%
Not Required	21%
Preferred	63%

Almost all (92%) of responding employers accept experience in other occupations to meet their minimum requirement.

The employers who seek work experience require between 3 months and 2 years of previous work experience in a related field.

Skills Information

Skills in: customer service, communication, computer proficiency, and organization

Computer software skills sought by responding employers include word processing (69%), spreadsheet (62%), database (46%), desktop publishing (8%), and other skills such as Internet skills and company specific software.

Employment Trends

Supply & Demand Assessment

Degree of difficulty in finding qualified applicants:

The surveyed employers indicate that it is moderately difficult to find inexperienced applicants and very difficult to find fully experienced qualified applicants.

The three recruitment strategies most successfully used by employers include:

Newspaper Ads	59%
Employee Referrals	71%
Walk-In Applicants	59%

Turnover

102%

Occupation Size

Medium (130 – 170)

Employee Profile

80% Female
20% Male

Where the Jobs Are

SIC 5311 – Department Stores
SIC 5651 – Family Clothing Stores
SIC 5961 – Catalog & Mail Order Houses

Projections

Growth Rate: Much faster than average (30.8%)

In the last 12 months, percentage of firms whose employment:

Declined	0%
Remained Stable	79%
Grew	21%

Source of Filled Vacancies:

Of the 173 positions filled in the past 12 months, 18% were hired to fill vacancies due to promotions, 68% were hired to fill vacated positions, 13% were hired to fill new positions, and 1% were hired to fill temporary positions.

Next 24 Months:

Employment in this occupation is not expected to decline over the next 24 months. Most employers (74%) stated that they expected employment in this occupation to remain stable, while some (26%) expect employment to grow.

Other Relevant Information

Career Track

Most employers (74%) promote their employees to higher level positions such as Team Supervisor or Manager and into other areas such as Marketing, Sales, and Production.

Skills Important for Career Advancement

Ability to work with customers calmly, dependability, telephone skills, team building, computer skills, efficiency, and positive attitude

State Outlook

Between 1998 and 2008, this occupation is expected to grow 37.3% while the total growth for all the occupations is expected to grow 23.6% during this period in California.

Related DOT Codes

See Appendix A

Training Providers (Refer to Appendix E for Contact Information)

Atlas Computer Centers
Programs: General Office/Clerical and Typing Services
Computer Training Network
Programs: General Office/Clerical and Typing Services
Cuesta College
Programs: Marketing Operations/Marketing and Distribution, Other
Huffman Institute
Programs: General Selling Skills and Sales Operations
Marketing Operations/Marketing and Distribution, Other

Opportunities Unlimited
Programs: General Office/Clerical and Typing Services
Shoreline Occupational Services/Goodwill Industries
Programs: General Office/Clerical and Typing Services
General Retailing Operations
General Selling Skills and Sales Operations
Specialized Technical Education Program School
Programs: General Office/Clerical and Typing Services

Administrative Services Managers

OES 130140

15 Firms Responded
109 Jobs Represented

Job Description

Administrative Services Managers plan, organize, direct, control, or coordinate the supportive services department of businesses, agencies, and organizations. Typical Administrative Services Managers are Program Managers and Contract Administrators. This category does not include Procurement Managers or Managers who spend less than 80% of their time in administrative services.

Common Job Titles

Administrator, Administrative Services Officer, Director, or Manager

Wages and Benefits

Non-Union Wages

	Range	Median
New hires, no experience	\$11.51 – \$19.95	\$16.06
New hires, experienced	\$7.48 – \$24.93	\$17.26
3+ years with firm	\$13.00 – \$33.70	\$20.00

Other forms of compensation paid by a few employers include bonuses and mileage for auto allowance ranging from an additional \$1.44 to \$8.37 per hour.

Benefits

	Employer Pays All		Shared Cost	
	FT	PT	FT	PT
Medical Insurance:	73%	7%	20%	0%
Dental Insurance:	47%	7%	20%	0%
Vision Insurance:	40%	0%	13%	0%
Life Insurance:	60%	0%	13%	0%
Paid Sick Leave:	87%	0%	0%	0%
Paid Vacation:	87%	0%	0%	0%
Retirement Plan:	13%	7%	53%	0%
Child Care:	7%	0%	7%	0%

Unionization

100% Non-Union

Hours

Almost all employees in this occupation work full time – 46 hours/week, weighted average while the part time employees work 20 hours/week, weighted average.

Shifts

All employees (100%) work the day shift, and a few have the option of flextime.

Employer Requirements

Minimum Level of Education Required

High School or Equivalent	33%
Associate Degree	20%
Bachelor Degree	47%

Job Required Training

Required	20%
Not Required	60%
Preferred	20%

Technical or vocational training preferred by 47% of responding employers includes an average of 19 months in health care, administrative courses, telecommunications, management and computers.

Training as a Substitute for Previous Work Experience

Yes	43%
No	57%

Experience Required

Required	73%
Not Required	7%
Preferred	20%

Most (71%) of responding employers accept experience in other occupations to meet their minimum requirement.

The employers who seek work experience typically require between one to four years of previous work experience in a related field.

Skills Information

Skills in: customer service, communication, analytical skills, marketing skills, and computer skills

New skills sought by a few employers were Internet skills.

Computer software skills sought by responding employers include word processing (100%), spreadsheet (87%), database (67%), desktop publishing (13%), and other software programs such as the Microsoft Explorer, Netscape, Microsoft Outlook, Visio, and Quickbooks Pro.

Produced by Private Industry Council of San Luis Obispo County, Inc.

Occupational Outlook – San Luis Obispo County 1999 – 2001

Administrative Services Managers

Researched in 2000

Employment Trends

Supply & Demand Assessment

Degree of difficulty in finding qualified applicants:

The surveyed employers indicate that it is moderately difficult to find both inexperienced and fully experienced qualified applicants.

The three recruitment strategies most successfully used by employers include:

Newspaper Ads	87%
Employee Referrals	40%
In-House Promotion or Transfer	53%

Turnover

9%

Occupation Size

Medium (170)

Employee Profile

55% Female

45% Male

Where the Jobs Are

SIC 8062 – General Medical & Surgical Hospitals

SIC 8221 – Colleges, Universities & Professional Schools

Projections

Growth Rate: Remain Stable (0%)

In the last 12 months, percentage of firms whose employment:

Declined	7%
Remained Stable	73%
Grew	20%

Source of Filled Vacancies:

Of the 13 positions filled in the past 12 months, 23% were hired to fill positions left vacant due to promotions, 54% were hired to fill vacated positions, and 23% were hired to fill new positions.

Next 24 Months:

Employment in this occupation is not expected to decline. Almost all employers (93%) stated that they expected employment in this occupation to remain stable, while a few expect employment to grow.

Other Relevant Information

Career Track

Many employers (47%) promote their employees to higher level positions such as Administration or Executive positions.

Skills Important for Career Advancement

Leadership, management skills, public relations, business, marketing, customer service, computer, analytical skills and building community partners

State Outlook

Between 1998 and 2008, this occupation is expected to grow 24.1% while the total growth for all the occupations is expected to grow 23.6% during this period in California.

Related DOT Codes

See Appendix A

Training Providers (Refer to Appendix E for Contact Information)

Atlas Computer Centers

Programs: *Business Administration and Management, Other*

California Polytechnic State University

Programs: *Business Administration and Management, General Marketing Management and Research, Other Public Administration*

California Polytechnic State University, Extended Studies

Programs: *Business Management and Administrative Services, Other Marketing Management and Research, Other*

Cuesta College

Programs: *Business Administration and Management, General Management Science*

Huffman Institute

Programs: *Business Administration and Management, General Management Science Marketing Operations/Marketing and Distribution, Other*

University of La Verne

Programs: *Business Administration and Management, General*

Amusement and Recreation Attendants

OES 680140

16 Firms Responded
296 Jobs Represented

Job Description

Amusement and Recreation Attendants perform a variety of duties at amusement or recreation facilities. They schedule the use of recreation facilities and allocate equipment to participants of sporting events or recreational pursuits, collect fees for games played, set pins, prepare billiard tables, provide caddying and other services for golfers, and operate carnival rides and amusement concessions.

Common Job Titles

Recreation Assistant, Deck/Dock Hands, Boat Rental/Handler, Pro-Shop Attendant, Golf Caddy, and Clerk

Wages and Benefits

Non-Union Wages

	Range	Median
New hires, no experience	\$5.75 – \$7.00	\$6.00
New hires, experienced	\$5.75 – \$8.00	\$6.63
3+ years with firm	\$6.00 – \$10.00	\$8.00

Other forms of compensation include tips ranging from an additional \$.62 to \$25.00 per hour.

Benefits

	Employer Pays All		Shared Cost	
	FT	PT	FT	PT
Medical Insurance:	31%	0%	13%	0%
Dental Insurance:	13%	0%	0%	0%
Vision Insurance:	6%	0%	0%	0%
Life Insurance:	6%	0%	0%	0%
Paid Sick Leave:	13%	0%	6%	0%
Paid Vacation:	44%	0%	0%	0%
Retirement Plan:	13%	0%	0%	0%
Child Care:	0%	0%	0%	0%

Unionization

100% Non-Union

Hours

Few employees (17%) in this occupation work full-time – 40 hours/week, weighted average while many employees are part time or on-call working 20 hours/week, weighted average. Some employees (36%) are temporary and work 40 hours weighted average.

Shifts

Almost all employees (94%) work the day shift, while some employees also work some evenings, early mornings, weekends and overnight shifts.

Employer Requirements

Minimum Level of Education Required

Less than High School	44%
High School or Equivalent	50%
Associate Degree	6%

Job Required Training

Required	6%
Not Required	81%
Preferred	13%

Technical or vocational training preferred by few responding employers includes an average of 5 months in general vocational training and computer skills.

Training as a Substitute for Previous Work Experience

Yes	60%
No	40%

Experience Required

Required	13%
Not Required	38%
Preferred	50%

Most (89%) of responding employers accept experience in other occupations to meet their minimum requirement.

The employers who seek work experience require three months to one year of previous work experience in a related field.

Skills Information

Skills in: working with people, communication, and the ability to multi-task

New skills sought by a few employers were time management, scheduling, and customer service.

Computer software skills sought by responding employers include word processing (83%), spreadsheet (17%), database (17%), desktop publishing (33%), and other types of software such as programs used for inventory management.

Amusement and Recreation Attendants

Researched in 2000

Employment Trends

Supply & Demand Assessment

Degree of difficulty in finding qualified applicants:

The surveyed employers indicate that it is not difficult to find fully experienced qualified applicants while it is moderately difficult to find inexperienced applicants.

The three recruitment strategies most successfully used by employers include:

Walk-In Applicants	75%
Employee Referrals	63%
Newspaper Ads	69%

Turnover

8%

Occupation Size

Small (90 – 130)

Employee Profile

53% Female
47% Male

Where the Jobs Are

SIC 7992 – Public Golf Courses
SIC 7997 – Membership Sports and Recreation Clubs
SIC 7999 – Amusement and Recreation Services

Projections

Growth Rate: Much Faster than Average (44.4%)

In the last 12 months, percentage of firms whose employment:

Declined	0%
Remained Stable	50%
Grew	50%

Source of Filled Vacancies:

Of the 136 positions filled in the past 12 months, 2% were hired to fill vacancies due to promotions, 16% were hired to fill vacated positions, 16% were hired to fill new positions, and 65% were hired to fill temporary/seasonal positions.

Next 24 Months:

A few employers expect this occupation to decline in the next 24 months. Many of the employers (56%) stated that they expected employment in this occupation to remain stable, while some employers (38%) expect employment to grow.

Other Relevant Information

Career Track

Half of the employers (50%) promote their employees to higher-level Management positions.

Skills Important for Career Advancement

Communication, organization, management and delegation

State Outlook

Between 1998 and 2008, this occupation is expected to grow 26.5% while the total growth for all the occupations is expected to grow 23.6% during this period in California.

Related DOT Codes

See Appendix A

Training Providers (Refer to Appendix E for Contact Information)

Unavailable

Assemblers and Fabricators – Except Machine, Electrical, Electronic, and Precision

OES 939560

17 Firms Responded
427 Jobs Represented

Job Description

Assemblers and Fabricators in this category assemble and/or fit together parts to form complete units or subassemblies at a bench, conveyor line, or on the floor. Their work may involve the use of hand tools, power tools and special equipment in order to carry out fitting and assembly operations. Please include assemblers whose duties are of a non-precision nature. Please do not include electrical, electronic, machine, and precision assemblers, and workers who perform specialized operations exclusively as a part of assembly operations, such as riveting, welding, soldering, machining, or sawing.

Common Job Titles

Assembler, Machine Operator – Winding and Coiling, and Packaging Assembler

Employment Trends

Occupation Size: Large (379 – 488)

Growth Rate: Faster than average (22%)

Labor Supply & Demand Assessment

Degree of difficulty in finding qualified applicants:

Almost all firms indicate it is moderately difficult to find inexperienced applicants.

Local Outlook

Employer demand is somewhat greater than the supply of inexperienced applicants. Employers may have some difficulty finding qualified applicants at times, and applicants may find little competition in their job search.

Almost all (82%) respondents expect employment in this occupation to grow over the next two years.

Source of Filled Vacancies

Of the 187 positions filled in the past 12 months, 41% were hired to fill temporary positions, 32% were hired to fill vacated positions, 14% were hired due to promotions, and 13% were hired to fill new positions.

Employer Requirements

Skills and Qualifications Reported as Very Important

Ability to: perform routine, repetitive work, lift at least 10 pounds., and to sit continuously for two or more hours

New Skills sought by some (28%) responding employers include ability to produce high quality work and ability to read drawings and blueprints.

Computer Software Skills sought by responding employers include database (12%), desktop publishing (12%), other (12%) such as accounting software, and word processing (6%).

Skills Important for Career Advancement

Computer, inventory management, communication, organization, work ethic, leadership, product knowledge, and productivity

Minimum Level of Education Required

High school or equivalent	59%
Less than high school	41%

Job Required Training

<u>Required</u>	<u>Preferred</u>	<u>Not Required</u>
18%	18%	65%

Technical or vocational training sought by some responding employers includes an average of 4 months in assembly (especially industry/product specific assembly).

Training Accepted In Lieu of Experience

<u>Yes</u>	<u>No</u>
80%	20%

Experience Required

<u>Required</u>	<u>Preferred</u>	<u>Not Required</u>
0%	59%	41%

Many responding employers prefer an average of 11 months prior work experience.

Almost all (88%) responding employers accept experience in other occupations.

Assemblers and Fabricators – Except Machine, Electrical, Electronic, and Precision

Researched in 1999

Wages and Benefits

Non-Union Wages

	<u>Range</u>	<u>Median</u>
New hires, no experience	\$5.75 – \$9.00	\$6.50
New hires, experienced	\$5.75 – \$11.00	\$6.75
3+ years with firm	\$6.25 – \$12.50	\$9.00

A few employers pay a piece rate.

Note: The wages above exclude “outliers,” wages that are significantly higher or lower than what is reported by almost all employers.

Benefits

	<u>Employer Pays All</u>		<u>Shared Cost</u>	
	FT	PT	FT	PT
Paid Vacation:	94%	24%	6%	0%
Paid Sick Leave:	71%	29%	12%	0%
Medical Insurance:	41%	18%	53%	0%
Life Insurance:	29%	6%	18%	0%
Vision Insurance:	24%	18%	35%	0%
Retirement Plan:	18%	0%	35%	0%
Other:	12%	0%	0%	0%
Dental Insurance:	6%	6%	47%	0%

Other benefits include continuing education, long-term disability, and profit sharing.

Hours

Many (51%) covered employees in this occupation work full-time – 40 hours/week, weighted average. Some (37%) work part-time – 20 hours/week, weighted average. A few (7%) work temporary/on-call – 40 hours/week, weighted average, or on a seasonal basis (4%) – 40 hours/week, weighted average. All employers have a day shift and some have a swing shift.

Recruitment Strategies

The three recruitment strategies most successfully used by employers include:

Newspaper Ads	83%
Employee Referrals	78%
Walk-In Applicants	56%

Other Relevant Information

Career Track

Almost all (88%) of the responding employers promote their Assemblers and Fabricators to positions such as Team Leader/Lead, Supervisor, or Production Manager/Asst. Production Manager.

Employee Profile

59% Male
100% Non-Union

State Outlook

Information not available

Where the Jobs Are

Current-Carrying Wiring Devices (SIC 3643), Industrial Machinery NEC (SIC 3599), Musical Instruments (SIC 3931), General Industrial Machinery NEC (SIC 3599), Sporting and Athletic Goods NEC (SIC 3949), and other such manufacturing industries

Related DOT codes

See Appendix A

California Occupational Guide Number

none

Training Providers (Refer to Appendix E for Contact Information)

Unavailable

Bill and Account Collectors

OES 535080

19 Firms Responded
99 Jobs Represented

Job Description

Bill and Account Collectors locate and notify customers of delinquent accounts by mail, telephone, or personal visit to solicit payment. Their duties include receiving payment and posting amounts to customer's account; sending statements to the credit department if the customer fails to respond, initiating repossession proceedings or service disconnection, and keeping records of collection and status of accounts. This category does not include collectors of money from coin boxes.

Common Job Titles

Patient Account Representative, Collection Officer/Clerk, Patient Account Representative and Account Collector/Representative

Wages and Benefits

Non-Union Wages

	Range	Median
New hires, no experience	\$6.50 – \$10.00	\$8.00
New hires, experienced	\$6.50 – \$11.00	\$9.00
3+ years with firm	\$7.25 – \$17.26	\$10.50

Other forms of compensation paid by a few employers include commission and bonuses ranging from an additional \$1.15 to \$4.60 per hour.

Benefits

	Employer Pays All		Shared Cost	
	FT	PT	FT	PT
Medical Insurance:	26%	5%	42%	11%
Dental Insurance:	11%	0%	26%	16%
Vision Insurance:	11%	5%	21%	11%
Life Insurance:	37%	11%	5%	5%
Paid Sick Leave:	58%	21%	0%	0%
Paid Vacation:	68%	21%	0%	0%
Retirement Plan:	37%	0%	11%	11%
Child Care:	0%	0%	0%	0%

Unionization

100% Non-Union

Hours

Most (77%) employees in this occupation work full time – 40 hours/week, weighted average while a few of the employees are part time and

work 24 hours/week, weighted average.

A few employees also work as temporary on-call employees working 30 hours/week weighted average.

Shifts

All employees (100%) work the day shift, while a few employees work additional week-ends or evenings.

Employer Requirements

Minimum Level of Education Required

High School or Equivalent	95%
Associate Degree	5%

Job Required Training

Required	5%
Not Required	89%
Preferred	5%

Technical or vocational training preferred by few responding employers includes an average of 5 months in collections, bookkeeping, and accounting.

Training as a Substitute for Previous Work Experience

Yes	59%
No	41%

Experience Required

Required	42%
Not Required	11%
Preferred	47%

Most (75%) of responding employers accept experience in other occupations to meet their minimum requirement.

The employers who seek work experience require six months to one year of previous work experience in a related field.

Skills Information

Skills in: accounts receivable, product knowledge, team skills, computer proficiency, accuracy, phone skills, and ability not to take verbal abuse personally

New skills: bilingual language skills, collection laws and regulations, accounting, insurance, and advanced computer skills

Bill and Account Collectors

Researched in 2000

Computer software skills sought by responding employers include word processing (87%), spreadsheet (53%), database (20%), and other skills using the Internet and company specific software.

Employment Trends

Supply & Demand Assessment

Degree of difficulty in finding qualified applicants:

The surveyed employers indicate that it is moderately difficult to find both inexperienced and fully experienced qualified applicants.

The three recruitment strategies most successfully used by employers include:

Newspaper Ads	95%
Employee Referrals	53%
In-House Promotion or Transfer	63%

Turnover

22%

Occupation Size

Medium (130 – 160)

Employee Profile

88% Female

12% Male

Where the Jobs Are

SIC 6061 – Credit Unions

SIC 7322 – Adjustment and Collection Services

SIC 8062 – General Medical and Surgical

Hospitals

Projections

Growth Rate: Much faster than average (23.1%)

In the last 12 months, percentage of firms whose employment:

Declined 5%

Remained Stable 42%

Grew 53%

Next 24 Months:

Employment in this occupation is not expected to decline over the next two years. Most employers (74%) stated that they expected employment in this occupation to remain stable, while some (26%) expect employment to grow.

Other Relevant Information

Career Track

Most employers (74%) promote their employees to higher level positions such as Supervisors, Managers, and Accounts Payable.

Skills Important for Career Advancement

Focus, professionalism, tenacity, performance, reliability, initiative, phone skills, attention to detail, and good work habits

State Outlook

Between 1998 and 2008, this occupation is expected to grow 42.7% while the total growth for all the occupations is expected to grow 23.6% during this period in California.

Related DOT Codes

See Appendix A

Training Providers (Refer to Appendix E for Contact Information)

Academy Travel School

Programs: Accounting, Other

Atascadero Adult School

Programs: Accounting Technician

Career Training Center

Programs: Accounting Technician

Computer Training Network

Programs: Accounting Technician

Cuesta College

Programs: Accounting Technician

Opportunities Unlimited

Programs: Accounting Technician

San Luis Coastal Adult School

Programs: Accounting Technician

Specialized Technical Education Program School

Programs: Accounting Technician

Bookkeeping, Accounting, and Auditing Clerks, Including Bookkeepers

OES 553380

23 Firms Responded

162 Jobs Represented

Job Description

Bookkeeping, Accounting, and Auditing Clerks, including Bookkeepers, compute, classify, and record numerical data to keep sets of financial records complete. They perform any combination of routine calculating, posting, and verifying duties to obtain primary financial data for use in maintaining accounting records. They may also check the accuracy of figures, calculations, and postings pertaining to business transactions recorded by other workers. Please do not include individuals whose primary duty is operating special office machines.

Common Job Titles

Accounting Clerk, Accounting Technician 1, 2, and 3, and Accounts Receivable or Accounts Payable Clerk

Employment Trends

Occupation Size: Very Large (1,550 – 1,600)

Growth Rate: Slower than average (3.2%)

Labor Supply & Demand Assessment

Degree of difficulty in finding qualified applicants:

Most responding employers indicate it is not, or is moderately difficult to find fully-experienced, qualified applicants. Of the firms that employ inexperienced workers in this occupation, most indicate it is moderately difficult, and many say it is not difficult, to find applicants.

Local Outlook

Worker supply is somewhat greater than demand for qualified applicants, and applicants may experience competition in job seeking.

Most (74%) respondents expect employment in this occupation to remain stable over the next two years.

Source of Filled Vacancies

Of the 73 positions filled in the past 12 months, 88% were hired to fill temporary positions, 7% were hired to fill vacated positions, 4% were hired due to promotions, and 1% were hired to fill new positions.

Employer Requirements

Skills and Qualifications Reported as Very Important

Ability to: work under pressure, perform routine, repetitive work, work effectively on a team as well as independently, and sit continuously for 2 or more hours; Skills in: legible handwriting, reading and comprehension, basic and advanced math, attention to detail, and problem solving

New Skills sought by a few (13%) responding employers include computer skills, specific industry knowledge, 10-key, and basic office machine use.

Computer Software Skills sought by responding employers include spreadsheet (74%), database (61%), word processing (57%), accounting software (22%) such as Quickbooks and Peachtree, and desktop publishing (9%).

Skills Important for Career Advancement

Strong computer/spreadsheet skills, critical thinking, recordkeeping, ability to apply accounting procedures, attention to detail, ability to learn new skills/tasks, education in accounting, management skills, specific experience (full charge bookkeeping, insurance or financial background)

Minimum Level of Education Required

High school or equivalent	87%
Associate degree	13%

Job Required Training

<u>Required</u>	<u>Preferred</u>	<u>Not Required</u>
9%	39%	52%

Technical or vocational training sought by responding employers include accounting and bookkeeping (including business school or college-level courses), and computer literacy.

Experience Required

<u>Required</u>	<u>Preferred</u>	<u>Not Required</u>
78%	17%	4%

Responding employers seek an average of 20 months experience. Many (55%) responding employers do not accept experience in other occupations in meeting their minimum requirements.

Bookkeeping, Accounting, and Auditing Clerks, Including Bookkeepers

Researched in 1999

Wages and Benefits

Non-Union Wages

	Range	Median
New hires, no experience	\$7.00 – \$8.00	\$7.00
New hires, experienced	\$7.50 – \$13.21	\$9.00
3+ years with firm	\$9.00 – \$15.05	\$11.00

Union Wages

	Range	Median
New hires, no experience	\$5.75 – \$9.55	\$7.65
New hires, experienced	\$10.03 – \$13.81	\$11.23
3+ years with firm	\$11.06 – \$16.68	\$13.07

Benefits

	Employer Pays All		Shared Cost	
	FT	PT	FT	PT
Paid Vacation	91%	17%	9%	4%
Paid Sick Leave	87%	17%	9%	4%
Medical Insurance	65%	9%	30%	13%
Dental Insurance	48%	4%	26%	13%
Vision Insurance	48%	4%	22%	13%
Life Insurance	48%	0%	13%	9%
Retirement Plan	43%	4%	35%	17%
Other	13%	0%	6%	0%
Child Care	4%	0%	0%	0%

Other benefits reported include long-term disability, holiday pay, and Section 125 Cafeteria Plan.

Hours

Many (53%) covered employees in this occupation work full-time – 40 hours/week, weighted average, while many others (43%) work temporary/on-call – 38 hours/week, weighted average. Almost all employees work the day shift.

Recruitment Strategies

The three recruitment strategies most successfully used by employers include:

Newspaper Ads	95%
Employee Referrals	50%
In-house Promotion or Transfer	50%

Other Relevant Information

Career Track

Almost all (91%) of the responding employers promote their Bookkeeping, Accounting, and Auditing Clerks (including Bookkeepers) to positions such as Accounting Tech 2 or 3, Office Manager, Supervisor, Accounting Manager, or to other positions in the firm.

Employee Profile

82% Female
70% Non-Union

State Outlook

Most opportunities will be made available by people leaving this occupation, with an estimated 45,800 openings created between 1993-2005. An additional 11,670 new positions will be established in the same time period.

Where the Jobs Are

Office settings in a wide variety of industries including Local Government (SIC 9131), Accounting Auditing and Bookkeeping Service (SIC 8721), Eating Places (SIC 5812), School Districts (SIC 8211), and Doctor's Offices or Medical Clinics (SIC 8011)

Related DOT codes

See Appendix A

California Occupational Guide Number

26

Training Providers (Refer to Appendix E for Contact Information)

Academy Travel School
Programs: Accounting, Other

Atascadero Adult School
Programs: Accounting Technician

California Polytechnic State University
Programs: Accounting
Financial Management and Services, Other

Career Training Center
Programs: Accounting Technician

Coast Union High/ROP
Programs: Accounting

Computer Training Network
Programs: Accounting Technician

Cuesta College
Programs: Accounting Technician

Opportunities Unlimited
Programs: Accounting Technician

San Luis Coastal Adult School
Programs: Accounting Technician

Specialized Technical Education Program School
Programs: Accounting Technician

Child Care Workers

OES 680380

17 Firms Responded
366 Jobs Represented

Job Description

Child Care Workers attend children at school, businesses, and institutions performing a variety of tasks, such as dressing, feeding, bathing, and overseeing play. This occupation does not include workers whose primary function is to teach in a structured setting.

Common Job Titles

Child Care Workers, Aides, Residential Instructors, and In-Home Counselors

Wages and Benefits

Non-Union Wages

	Range	Median
New hires, no experience	\$6.25 – \$7.50	\$7.00
New hires, experienced	\$6.25 – \$10.00	\$8.00
3+ years with firm	\$6.75 – \$14.50	\$10.00

Benefits

	Employer Pays All		Shared Cost	
	FT	PT	FT	PT
Medical Insurance:	24%	0%	24%	12%
Dental Insurance:	18%	0%	12%	6%
Vision Insurance:	12%	0%	18%	6%
Life Insurance:	12%	0%	6%	6%
Paid Sick Leave:	53%	29%	0%	0%
Paid Vacation:	47%	35%	0%	0%
Retirement Plan:	6%	6%	12%	12%
Child Care:	18%	12%	6%	6%

Other benefits offered include paid child development coursework and paid Holidays.

Unionization

100% Non-Union

Hours

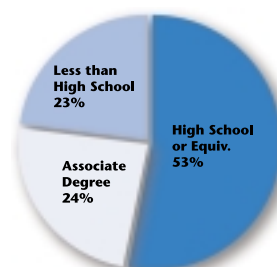
Many (43%) employees in this occupation work full time – 40 hours/week, weighted average, many (40%) work part time – 22 hours/week, weighted average, a few work seasonally – 28 hours/week, weighted average, and a few work temporary – 21 hours/week, weighted average.

Shifts

Almost all (88%) responding employers offer day shifts, some offer split shifts, and a few offer swing and graveyard shifts.

Employer Requirements

Minimum Level of Education Required



Experience in the Occupation

Required	47%
Not Required	29%
Preferred	24%

Most responding employers require or prefer an average of 11 months of prior work experience. Most (67%) responding employers accept experience in other child-related occupations to meet their minimum requirement.

Training as a Substitute for Previous Work Experience

Yes	75%
No	25%

Technical or Vocational Training

Required	41%
Not Required	59%
Preferred	0%

Many responding employers require an average of 5 months of Early Childhood Education (ECE) coursework, Cardiopulmonary Resuscitation (CPR), or First Aid training.

Skills Information

Skills in: oral reading, early childhood development, and understanding a variety of cultures; Ability to: handle crisis situations, administer emergency First Aid, and exercise patience

Computer software skills were sought by some employers in word processing programs and a few employers sought computer software skills in spreadsheet, database, and desktop publishing programs.

Child Care Workers

Researched in 2001

Employment Trends

Supply & Demand Assessment

Many (54%) employers found hiring inexperienced qualified applicants to be very difficult, weighted average. Many (46%) employers found hiring experienced qualified applicants to be moderately difficult, weighted average.

In the last 12 months, percentage of firms whose employment in this occupation:

Declined	0%
Remained Stable	41%
Grew	59%

Sources of Filled Vacancies:

Of the 171 positions filled in the last 12 months, 40% were hired to fill vacated positions, 34% were hired to fill new positions, 15% were hired to fill vacated positions due to promotions, and 11% were hired to fill temporary positions.

Turnover

31%

The three recruitment strategies most successfully used by employers include:

Newspaper Ads	65%
Colleges/Universities	53%
Employee Referrals	47%

Occupation Size

Large (366*)

*Adjusted based on actual 2001 sample size (Jobs Represented)

Employee Profile

81% Female

19% Male

Where the Jobs Are

SIC 8211 – Elementary and Secondary School

SIC 8351 – Child Day Care Services

SIC 8361 – Residential Care

SIC 8641 – Civic, Social, and Fraternal Associations

Projections

1999 – 2006 Growth Rate:

Much faster than average (26.7%)

Over the Next 24 Months:

Most (63%) employers expect employment in this occupation to remain stable while some (37%) employers expect employment in this occupation to grow.

Other Relevant Information

Promotional Opportunities

Almost all (82%) employers promote their employees to higher level positions, such as: Instructors, Head Instructors, Program Managers, and Center Supervisors.

Skills Important for Career Advancement

Work well with children, organization, continued education, and initiative

State Outlook

Between 1998 and 2008, this occupation is expected to grow 34.2% while the total growth for all the occupations is expected to grow 23.6% during this period in California.

Related DOT Codes

See Appendix A

California Occupational Guide Number

505

Training Providers (Refer to Appendix E for Contact Information)

Atascadero Adult School

Programs: *Birthing and Parenting Knowledge and Skills*

California Polytechnic State University

Programs: *Child Development, Care and Guidance*

Pre-Elementary/Early Childhood/Kindergarten Teacher Education

Cuesta College

Programs: *Child Care and Guidance Workers and Managers, General*

Child Development, Care and Guidance

Montessori World Educational Institute

Programs: *Pre-Elementary/Early Childhood/Kindergarten Teacher Education*

San Luis Coastal Adult School

Programs: *Birthing and Parenting Knowledge and Skills*

Civil Engineers

OES 221210

16 Firms Responded
76 Jobs Represented

Job Description

Civil Engineers perform a variety of engineering work in planning, designing, and overseeing construction and maintenance of structures and facilities, such as roads, railroads, airports, bridges, harbors, channels, dams, irrigation projects, pipelines, power plants, water and sewage systems, and waste disposal units. This occupation includes Traffic Engineers who specialize in studying vehicular and pedestrian traffic conditions.

Common Job Titles

Civil Engineers, Associate Engineers, Staff Engineers, and Engineers

Wages and Benefits

Non-Union Wages

	Range	Median
New hires, no experience	\$15.34 – \$19.18	\$17.74
New hires, experienced	\$20.00 – \$28.77	\$21.58
3+ years with firm	\$14.50*– \$31.86	\$25.95

Other forms of compensation paid by some employers include bonuses ranging from an additional \$0.14 to \$2.40 per hour.

*Out of pattern wages can occur when employers do not hire employees in all experience levels.

Union Wages

	Range	Median
New hires, no experience	Insufficient Data	
New hires, experienced	\$21.68 – \$29.53	\$24.95
3+ years with firm	\$23.91 – \$35.90	\$26.86

Benefits

	Employer Pays All		Shared Cost	
	FT	PT	FT	PT
Medical Insurance:	75%	0%	25%	0%
Dental Insurance:	63%	0%	19%	0%
Vision Insurance:	44%	0%	19%	0%
Life Insurance:	69%	0%	13%	0%
Paid Sick Leave:	100%	6%	0%	0%
Paid Vacation:	100%	6%	0%	0%
Retirement Plan:	69%	0%	13%	0%
Child Care:	0%	0%	0%	0%

Unionization

75% Non-Union

Hours

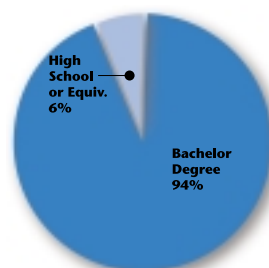
Almost all (96%) employees in this occupation work full time – 40 hours/week, weighted average and a few employees work part time 27 – hours/week, weighted average.

Shifts

All (100%) responding employers offer day shifts.

Employer Requirements

Minimum Level of Education Required



Experience in the Occupation

Required	75%
Not Required	6%
Preferred	19%

Almost all responding employers require or prefer an average of 34 months of prior work experience. Some (36%) responding employers accept experience in other occupations, such as Environmental Engineers, to meet their minimum requirement.

Training as a Substitute for Previous Work Experience

Yes	27%
No	73%

Technical or Vocational Training

Required	50%
Not Required	50%
Preferred	0%

Many responding employers require an average of 32 months of civil engineering or drafting (AutoCAD) training.

Skills Information

Skills in: surveying, cost estimating, organizational, and analytical skills; Ability to: perform advanced mathematical computations, travel, and work overtime; Licenses: Civil Engineer

New skills sought by a few employers were sales, marketing, and project management.

Computer software skills were sought by almost all employers in word processing and spreadsheet programs, many employers sought computer software skills in computer aided design (CAD) and database programs.

Employment Trends

Supply & Demand Assessment

A few (18%) employers found hiring inexperienced qualified applicants to be moderately difficult, weighted average. Almost all (82%) employers found hiring experienced qualified applicants to be very difficult, weighted average.

In the last 12 months, percentage of firms whose employment in this occupation:

Declined	12%
Remained Stable	69%
Grew	19%

Sources of Filled Vacancies:

Of the 11 positions filled in the last 12 months, 64% were hired to fill vacated positions, 27% were hired to fill new positions, and 9% were hired to fill vacated positions due to promotions.

Turnover

11%

The five recruitment strategies most successfully used by employers include:

Newspaper Ads	75%
Colleges/Universities	31%
Employee Referrals	31%
Internet	31%
Trade Journals	31%

Occupation Size

Medium (270 – 310)

Employee Profile

89% Male
11% Female

Where the Jobs Are

SIC 1611 – Highway and Street Construction
SIC 8711 – Engineering Services
SIC 8748 – Business Consulting Services
SIC 9020 – State Government, Excluding Hospital and Education
SIC 9030 – Local Government, Excluding Hospital and Education

Projections

1999 – 2006 Growth Rate:

Average (14.8%)

Over the Next 24 Months:

Many (56%) employers expect employment in this occupation to remain stable, some (38%) employers expect employment in this occupation to grow, and a few (6%) expect employment in this occupation to decline.

Other Relevant Information

Promotional Opportunities

Almost all (81%) employers promote their employees to higher level positions, such as: Senior Civil Engineers, Principal Engineers, and City Engineers.

Skills Important for Career Advancement

Written and oral communication, understanding engineering principles, project management, continued education, and managerial skills

State Outlook

Between 1998 and 2008, this occupation is expected to grow 19.8% while the total growth for all the occupations is expected to grow 23.6% during this period in California.

Related DOT Codes

See Appendix A

California Occupational Guide Number

39

Training Providers (Refer to Appendix E for Contact Information)

California Polytechnic State University

Programs: Architectural Engineering
Civil Engineering, General
Engineering Science
Engineering/Industrial Management
Engineering-Related Technology/Technician, General
Environmental/Environmental Health Engineering
Transportation and Highway Engineering
Water Resources Engineering

Cuesta College

Programs: Architectural Engineering Technology/Technician
Engineering Science
Engineering, General

Combined Food Preparation and Service Workers

OES 650410

18 Firms Responded
326 Jobs Represented

Job Description

Combined Food Preparation and Service Workers do both food preparation and food service; does not include workers who spend more than 80 percent of their time in only one of these two areas.

Common Job Titles

Food Preparers, Kitchen Preparers, Preparation Cooks, and Servers

Wages and Benefits

Non-Union Wages

	Range	Median
New hires, no experience	\$6.25 – \$7.50	\$6.25
New hires, experienced	\$6.25 – \$8.50	\$7.13
3+ years with firm	\$6.25 – \$11.00	\$8.63

Other forms of compensation paid by a few employers include tips ranging from an additional \$1.50 to \$29.35 per hour depending on work schedule.

Benefits

	Employer Pays All		Shared Cost	
	FT	PT	FT	PT
Medical Insurance:	11%	0%	17%	6%
Dental Insurance:	6%	0%	17%	0%
Vision Insurance:	0%	0%	17%	0%
Life Insurance:	6%	0%	6%	6%
Paid Sick Leave:	17%	0%	0%	0%
Paid Vacation:	33%	11%	0%	0%
Retirement Plan:	6%	0%	0%	0%
Child Care:	0%	0%	0%	0%

Unionization

100% Non-Union

Hours

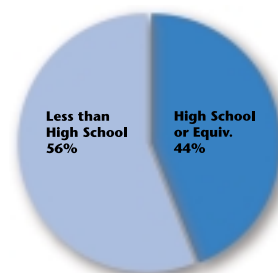
Most (79%) employees in this occupation work part time – 22 hours/week, weighted average, some (20%) work full time – 38 hours/week, weighted average, and a few work temporary – 3 hours/week, weighted average.

Shifts

All (100%) responding employers offer day shifts, most offer swing shifts, and some offer evening shifts.

Employer Requirements

Minimum Level of Education Required



Experience in the Occupation

Required	17%
Not Required	50%
Preferred	33%

Many responding employers require or prefer an average of 13 months of prior work experience. Almost all (83%) responding employers accept experience in other occupations, such as Cashiers, Caterers, or any restaurant-related occupations, to meet their minimum requirement.

Training as a Substitute for Previous Work Experience

Yes	56%
No	44%

Technical or Vocational Training

Required	0%
Not Required	89%
Preferred	11%

A few responding employers prefer an average of 2 months of food service training.

Skills Information

Skills in: short-order cooking, cash register operation, and public contact; Ability to: stand continuously for two or more hours and work at a quick pace

Computer software skills were sought by a few employers in word processing and point-of-sale programs.

Combined Food Preparation and Service Workers

Researched in 2001

Employment Trends

Supply & Demand Assessment

Most (78%) employers found hiring inexperienced qualified applicants to be moderately difficult, weighted average. Some (22%) employers found hiring experienced qualified applicants to be moderately difficult, weighted average.

In the last 12 months, percentage of firms whose employment in this occupation:

Declined	6%
Remained Stable	50%
Grew	44%

Sources of Filled Vacancies:

Of the 153 positions filled in the last 12 months, 79% were hired to fill vacated positions, 10% were hired to fill new positions, 8% were hired to fill vacated positions due to promotions, and 3% were hired to fill temporary positions.

Turnover

43%

The three recruitment strategies most successfully used by employers include:

Employee Referrals	72%
Walk-In Applicants	72%
Newspaper Ads	44%

Occupation Size

Very Large (1,410 – 1,470)

Employee Profile

62% Female

38% Male

Where the Jobs Are

SIC 5812 – Eating and Drinking Places

Projections

1999 – 2006 Growth Rate:

Slower than average (4.3%)

Over the Next 24 Months:

Many (50%) employers expect employment in this occupation to remain stable and many (50%) employers expect employment in this occupation to grow.

Other Relevant Information

Promotional Opportunities

Almost all (89%) employers promote their employees to higher level positions, such as: Shift Leaders, Chefs, Kitchen Managers, Assistant Managers, Managers, and General Managers.

Skills Important for Career Advancement

Leadership, customer service, dependability, communication, multi-tasking, bookkeeping, and management skills

State Outlook

Between 1998 and 2008, this occupation is expected to grow 16.4% while the total growth for all the occupations is expected to grow 23.6% during this period in California.

Related DOT Codes

See Appendix A

California Occupational Guide Number

None

Training Providers (Refer to Appendix E for Contact Information)

California Polytechnic State University
Programs: *Food Sciences and Technology*
Foods and Nutrition Studies, General
Nutritional Sciences

Cuesta College
Programs: *Food Sciences and Technology*
Nutritional Sciences

California Polytechnic State University, Extended Studies
Programs: *Culinary Arts and Related Services, Other*

Computer Aided Design (CAD) Technicians

Non-OES 003362999

17 Firms Responded
64 Jobs Represented

Job Description

Computer Aided Design (CAD) Technicians operate computer-aided design systems and peripheral equipment to draft and modify drawings from rough or detailed sketches or notes to specified dimensions for manufacturing, construction, engineering, or other purposes. They utilize knowledge of various CAD programs, machines, engineering practices, mathematics, building materials, and other physical sciences to complete drawings.

Common Job Titles

CAD Technicians, CAD Drafters, Engineering Technicians, and Associate Engineers

Wages and Benefits

Non-Union Wages

	Range	Median
New hires, no experience	\$8.00 – \$12.00	\$8.50
New hires, experienced	\$10.00 – \$17.00	\$13.50
3+ years with firm	\$12.00 – \$22.00	\$17.00

Other forms of compensation paid by a few employers include bonuses ranging from an additional \$0.14 to \$0.72 per hour.

Benefits

	Employer Pays All		Shared Cost	
	FT	PT	FT	PT
Medical Insurance:	71%	6%	12%	0%
Dental Insurance:	18%	0%	6%	0%
Vision Insurance:	18%	0%	6%	0%
Life Insurance:	41%	0%	0%	0%
Paid Sick Leave:	88%	6%	0%	0%
Paid Vacation:	94%	6%	0%	0%
Retirement Plan:	59%	0%	18%	0%
Child Care:	0%	0%	0%	0%

Other benefits offered include cafeteria plans.

Unionization

100% Non-Union

Hours

Most (77%) employees in this occupation work full time – 41 hours/week, weighted average,

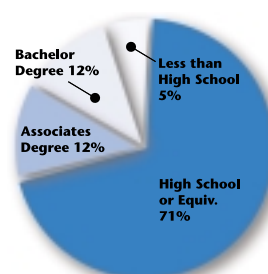
some work part time – 21 hours/week, weighted average, and a few work temporary – 24 hours/week, weighted average.

Shifts

Almost all (94%) responding employers offer day shifts, a few offer swing shifts, and few offer flexible shifts.

Employer Requirements

Minimum Level of Education Required



Experience in the Occupation

Required	35%
Not Required	0%
Preferred	65%

All responding employers require or prefer an average of 14 months of prior work experience. Many (47%) responding employers accept experience in other occupations, such as construction or architecture related occupations, to meet their minimum requirement.

Training as a Substitute for Previous Work Experience

Yes	76%
No	24%

Technical or Vocational Training

Required	41%
Not Required	18%
Preferred	41%

Almost all responding employers require or prefer an average of 12 months of AutoCAD, drafting, or architecture training.

Computer Aided Design (CAD) Technicians

Researched in 2001

Skills Information

Skills in: drafting, mechanical drawing, trigonometry, and knowledge of construction terms; Ability to: read blueprints/working drawings, interpret data, and concentrate for long periods of time

Computer software skills were sought by almost all employers in drafting (AutoCAD) programs, many employers sought computer software skills in word processing and spreadsheet programs, and a few employers sought computer software skills in database and desktop publishing programs.

Employment Trends

Supply & Demand Assessment

Many (47%) employers found hiring inexperienced qualified applicants to be moderately difficult, weighted average. Many (53%) employers found hiring experienced qualified applicants to be very difficult, weighted average.

In the last 12 months, percentage of firms whose employment in this occupation:

Declined	0%
Remained Stable	41%
Grew	59%

Sources of Filled Vacancies:

Of the 32 positions filled in the last 12 months, 59% were hired to fill new positions, 25% were hired to fill temporary positions, and 16% were hired to fill vacated positions.

Turnover

11%

The three recruitment strategies most successfully used by employers include:

Colleges/Universities	76%
Employee Referrals	71%
Newspaper Ads	59%

Occupation Size

This information is not available for non-OES occupations.

Employee Profile

75% Male

25% Female

Where the Jobs Are

SIC 8711 – Engineering Services

SIC 8712 – Architectural Services

SIC 8748 – Business Consulting Services

Projections

1999 – 2006 Growth Rate:

This information is not available for non-OES occupations.

Over the Next 24 Months:

Many (59%) employers expect employment in this occupation to grow and many (41%) employers expect employment in this occupation to remain stable.

Other Relevant Information

Promotional Opportunities

Almost all (88%) employers promote their employees to higher level positions, such as: Project Managers, Designers, Associate Engineers, and Senior Engineers.

Skills Important for Career Advancement

Knowledge of construction methods, accuracy, efficiency, communication, architecture design, and project management

State Outlook

This information is not available for non-OES occupations.

Related DOT Codes

See Appendix A

California Occupational Guide Number

338

Training Providers (Refer to Appendix E for Contact Information)

California Polytechnic State University

Programs: Architectural Engineering

Architecture

Computer Sciences

Design and Applied Arts, Other

Graphic Design, Commercial Art and Illustration

Cuesta College

Programs: Architectural Engineering Technology/Technician

Architecture and Related Programs, Other

Drafting, General

MacTeacher

Programs: Drafting, General

Computer Network Administrators and Managers

Non-OES 031262999

16 Firms Responded
17 Jobs Represented

Job Description

Computer Network Administrators and Managers direct and oversee a firm's computer network and its related computing environments, including hardware, software, and all configurations. The network may be a Local Area Network (LAN) or a Wide Area Network (WAN) or both. They may make recommendations or make decisions regarding the purchase of equipment and report the fiscal impact to other company managers. They often plan and track projects, write proposals, and troubleshoot both operating system software and hardware. They often manage a team consisting of analysts and technicians, although in smaller companies they may work independently.

Common Job Titles

Computer Network Administrators, Information Systems Managers, and Directors of Information Technology

Wages and Benefits

Non-Union Wages

	<u>Range</u>	<u>Median</u>
New hires, no experience	Insufficient Data	
New hires, experienced	\$10.96 – \$32.00	\$22.54
3+ years with firm	\$16.44 – \$37.40	\$25.17

Union Wages

	<u>Range</u>	<u>Median</u>
New hires, no experience	Insufficient Data	
New hires, experienced	\$14.00 – \$20.45	\$17.78
3+ years with firm	\$15.00 – \$24.86	\$19.82

Benefits

	<u>Employer Pays All</u>		<u>Shared Cost</u>	
	FT	PT	FT	PT
Medical Insurance:	44%	0%	50%	0%
Dental Insurance:	50%	0%	44%	0%
Vision Insurance:	50%	0%	44%	0%
Life Insurance:	50%	0%	19%	0%
Paid Sick Leave:	94%	0%	0%	0%
Paid Vacation:	100%	0%	0%	0%
Retirement Plan:	44%	0%	44%	0%
Child Care:	0%	0%	0%	0%

Other benefits offered include administrative leave and employee ownership programs.

Unionization

75% Non-Union

Hours

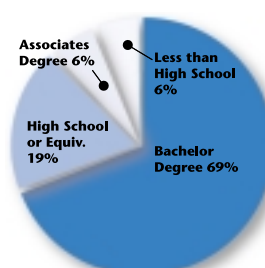
All (100%) employees in this occupation work full time – 41 hours/week, weighted average.

Shifts

All (100%) responding employers offer day shifts and a few responding employers offer shifts determined on an as-needed basis.

Employer Requirements

Minimum Level of Education Required



Experience in the Occupation

Required	94%
Not Required	6%
Preferred	0%

Almost all responding employers require an average of 41 months of prior work experience. Some (31%) responding employers accept experience in other computer related occupations to meet their minimum requirement.

Training as a Substitute for Previous Work Experience

Yes	40%
No	60%

Technical or Vocational Training

Required	56%
Not Required	38%
Preferred	6%

Most responding employers require or prefer an average of 32 months of computer networking, computer science, or management information systems training.

Skills Information

Skills in: supervising and understanding local area and wide area networks; Ability to: use operating manuals, analyze data to solve problems, and communicate technical information to non-technical staff

Computer Network Administrators and Managers

Researched in 2001

New skills sought by some employers were router configuration, budget drafting, and willingness to continue education.

Computer software skills were sought by almost all employers in word processing, spreadsheet, and database programs and most employers sought computer software skills in operating systems (Microsoft Windows NT and UNIX), desktop publishing, and network routing programs (Novell).

Employment Trends

Supply & Demand Assessment

A few (5%) employers found hiring inexperienced qualified applicants to be very difficult, weighted average. Almost all (95%) employers found hiring experienced qualified applicants to be very difficult, weighted average.

In the last 12 months, percentage of firms whose employment in this occupation:

Declined	0%
Remained Stable	81%
Grew	19%

Sources of Filled Vacancies:

Of the 3 positions filled in the last 12 months, 100% were hired to fill new positions.

Turnover

0%

The three recruitment strategies most successfully used by employers include:

Newspaper Ads	81%
Internet	63%
Colleges/Universities	25%

Occupation Size

This information is not available for non-OES occupations.

Employee Profile

82% Male

18% Female

Where the Jobs Are

SIC 2711 – Newspapers: Publishing or Publishing and Printing

SIC 6732 – Educational, Religious, and Charitable Trusts

SIC 7375 – Information Retrieval Services

SIC 8011 – Offices and Clinics of Doctors of Medicine

SIC 8211 – Elementary and Secondary Schools

SIC 8322 – Individual and Family Social Services

SIC 9030 – Local Government, Excluding Hospital and Education

Projections

1999 – 2006 Growth Rate:

This information is not available for non-OES occupations.

Over the Next 24 Months:

Many (53%) employers expect employment in this occupation to remain stable and many (47%) employers expect employment in this occupation to grow.

Other Relevant Information

Promotional Opportunities

A few (19%) employers promote their employees to higher level positions, such as: Professional Managers and System Administrators.

Skills Important for Career Advancement

Written and oral communications, continued education, technical expertise, and people skills

State Outlook

This information is not available for non-OES occupations.

Related DOT Codes

See Appendix A

California Occupational Guide Number

2001-A

Training Providers (Refer to Appendix E for Contact Information)

Atascadero Adult School
Programs: Computer and Information Sciences, General
California Polytechnic State University
Programs: Computer Engineering
Computer Science
California Polytechnic State University, Extended Studies
Programs: Information Sciences and Systems
Career Training Center
Programs: Computer and Information Sciences, General
Central California School of Continuing Education
Programs: Computer and Information Sciences, Other
Computer Maintenance Technology/Technician
Computer Training Network
Programs: Computer and Information Sciences, Other
CTE Computer Training Centers, Inc.
Programs: Computer and Information Sciences, General
Cuesta College
Programs: Computer and Information Sciences, General
Computer Engineering

Huffman Institute
Programs: Computer and Information Sciences, General
Computer Maintenance Technology/Technician
Lucia Mar Unified Adult Education
Programs: Computer and Information Sciences, General
MacTeacher
Programs: Computer and Information Sciences, General
Opportunities Unlimited
Programs: Business Systems Networking and Telecommunications
Computer and Information Sciences, General/Other
Computer Maintenance Technology/Technician
San Luis Coastal Adult School
Programs: Computer and Information Sciences, General
Shoreline Occupational Services/Goodwill Industries
Programs: Computer and Information Sciences, General

Computer Support Specialists

OES 251040

19 Firms Responded
178 Jobs Represented

Job Description

Computer Support Specialists provide technical assistance and training to computer system users. Investigate and resolve computer software and hardware problems of users. Answer clients' inquiries in person and via telephone concerning the use of computer hardware and software, including printing, word processing, programming languages, electronic mail, and operating systems.

Common Job Titles

Technical/PC Support Representative,
Information Systems Analyst, Information
Technology Consultants, and Computer
Systems Technician

Wages and Benefits

All Employers Wages (Union and Non-Union)

	Range	Median
New hires, no experience	\$6.00 – \$14.38	\$9.00
New hires, experienced	\$8.00 – \$33.56	\$13.64
3+ years with firm	\$9.00 – \$39.31	\$16.19

Other forms of compensation paid by a few employers include incentive pay, bonuses, and commission ranging from an additional \$.99 to \$2.59 per hour.

Benefits

	Employer Pays All		Shared Cost	
	FT	PT	FT	PT
Medical Insurance:	32%	5%	53%	5%
Dental Insurance:	21%	5%	47%	0%
Vision Insurance:	32%	5%	26%	0%
Life Insurance:	21%	0%	26%	5%
Paid Sick Leave:	68%	5%	0%	0%
Paid Vacation:	79%	16%	0%	0%
Retirement Plan:	16%	0%	47%	11%
Child Care:	0%	0%	0%	5%

Other benefits offered include free Internet access.

Unionization

84% Non-Union

Hours

Almost all (84%) employees in this occupation work full time – 38 hours/week, weighted average while a few employees work part time with 21 hours/week, weighted average, and a few work as temporary on call employees averaging 20 hours/week, weighted average.

Shifts

All employees (100%) work the day shift, while a few employees also work some swing shifts or are on call for emergencies.

Employer Requirements

Minimum Level of Education Required

Less Than High School	11%
High School or Equivalent	47%
Associate Degree	32%
Bachelor Degree	11%

Job Required Training

Required	26%
Not Required	21%
Preferred	53%

Technical or vocational training preferred by many responding employers includes an average of 15 months in computer science training, technical/computer training, PC and network support, programming and computer hardware troubleshooting.

Training as a Substitute for Previous Work Experience

Yes	63%
No	37%

Experience Required

Required	53%
Not Required	0%
Preferred	47%

Many (53%) of responding employers accept experience in other occupations to meet their minimum requirement.

The employers who seek work experience typically require six months to two years of previous work experience in a related field.

Skills Information

Skills in: network and system administration, PC setup, software installation, editing programs, patience, customer service/friendliness, skills in quick analysis and responsiveness to diverse critical user needs

New skills in areas such as hardware/software advancements, network support and web design.

Computer software skills sought by responding employers include word processing (79%), spreadsheet (79%), database (84%), desktop publishing (32%), and other technical skills in vari-

Produced by Private Industry Council of San Luis Obispo County, Inc.

Occupational Outlook – San Luis Obispo County 1999 – 2001

Computer Support Specialists

Researched in 2000

ous programs such as Microsoft Outlook, operating systems such as Windows NT and UNIX, and programming languages such as HTML, Visual Basic, C++, and JAVA.

Employment Trends

Supply & Demand Assessment

Degree of difficulty in finding qualified applicants:

The surveyed employers indicate that it is moderately difficult to find both inexperienced and fully experienced qualified applicants.

The three recruitment strategies most successfully used by employers include:

Newspaper Ads	79%
Internet	68%
Colleges and Universities	47%

Turnover

44%

Occupation Size

Large to Very Large (370 – 530)

Employee Profile

20% Female

80% Male

Where the Jobs Are

SIC 7372 Packaged Software

SIC 7374 Computer Processing and Data

Prep Services

SIC 7375 Information Related Services

SIC 7379 Computer Related Services

Projections

Growth Rate: Much faster than average (43.2%)

In the last 12 months, percentage of firms whose employment:

Declined 5%

Remained Stable 58%

Grew 37%

Source of Filled Vacancies:

Of the 88 positions filled in the past 12 months, 16% were hired to fill positions vacated due to promotion, 40% were hired to fill positions vacated by individuals leaving the firm, 33% were hired to fill new positions, and 11% were hired to fill temporary positions.

Next 24 Months:

Employment in this occupation is not expected to decline. Many employers (58%) stated that they expect employment in this occupation to remain stable, while many other employers (42%) expect employment in this occupation to grow.

Other Relevant Information

Career Track

Most employers (79%) promote their employees to higher level positions such as Supervisors, Management, and System Administrator Positions.

Skills Important for Career Advancement

Network management, technical proficiency, management skills, presentation skills, experience and problem solving

State Outlook

Between 1998 and 2008, this occupation is expected to grow 89.9% while the total growth for all the occupations is expected to grow 23.6% during this period in California.

Related DOT Codes

Unavailable

Training Providers (Refer to Appendix E for Contact Information)

Academy Travel School
Programs: Computer and Information Sciences, Other

Atascadero Adult School
Programs: Computer and Information Sciences, General

California Polytechnic State University
Programs: Computer Engineering
Computer Science
Management Information Systems and Business Data Processing

California Polytechnic State University, Extended Studies
Programs: Information Sciences and Systems

Career Training Center
Programs: Computer and Information Sciences, General

Central California School of Continuing Education
Programs: Computer and Information Sciences, Other
Computer Maintenance Technology/Technician

Computer Training Network
Programs: Computer and Information Sciences, General
Computer Installer and Repairer

CTE Computer Training Centers, Inc.
Programs: Computer and Information Sciences, General

Cuesta College
Programs: Computer and Information Sciences, General
Computer Engineering

Huffman Institute
Programs: Computer and Information Sciences, General
Computer Maintenance Technology/Technician

Lucia Mar Unified Adult Education
Programs: Computer and Information Sciences, General

MacTeacher
Programs: Computer and Information Sciences, General

Opportunities Unlimited
Programs: Business Systems Networking and Telecommunications
Computer and Information Sciences, General
Computer and Information Sciences, Other
Computer Maintenance Technology/Technician

San Luis Coastal Adult School
Programs: Computer and Information Sciences, General

Shoreline Occupational Services/Goodwill Industries
Programs: Computer and Information Sciences, General

Produced by Private Industry Council of San Luis Obispo County, Inc.

Occupational Outlook – San Luis Obispo County 1999 – 2001

Construction and Building Inspectors

OES 219080

12 Firms Responded
38 Jobs Represented

Job Description

Construction and Building Inspectors inspect new or remodeled construction to determine its soundness and compliance to specifications, building codes, and other regulations. Inspections may be limited to a single area, such as electrical systems or elevators, or inspections may be more general in nature.

Common Job Titles

Inspector Technician

Employment Trends

Occupation Size: Small (50 – 60)

Growth Rate: Faster than average (20.0%)

Labor Supply & Demand Assessment

Degree of difficulty in finding qualified applicants:

Almost all firms indicate it is moderately difficult or very difficult to find fully-experienced, qualified applicants. A few firms indicate it is moderately difficult to find inexperienced applicants.

Local Outlook

Employer demand is somewhat greater than the supply of fully-experienced, qualified applicants. Employers may have some difficulty finding fully-experienced, qualified applicants at times, and applicants may find little competition in their job search. Inexperienced applicants will find a very competitive job market.

Many (50%) respondents expect employment in this occupation to remain stable over the next two years, while some (42%) expect it to grow.

Source of Filled Vacancies

Of the 12 positions filled in the past 12 months, 58% were hired to fill new positions, 17% were hired to fill vacated positions, and 17% were hired due to promotions, and 8% were hired to fill temporary positions.

Employer Requirements

Skills and Qualifications Reported as Very Important

Ability to: pass a pre-employment medical exam, work well independently, work well under pressure, and recognize problems; Skills in: decision making, problem solving, reading blue-prints, legible listening skills, verbal communication and speaking, and basic math; Other: willingness to work occasional overtime and good DMV driving record

New Skills sought by many (42%) responding employers include organization, communication, and critical thinking.

Computer Software Skills sought by responding employers include word processing (75%), spreadsheet (42%), database (25%), desktop publishing (6%), and other such as automated permitting issuance software (8%).

Skills Important for Career Advancement

Engineering, writing, computer, education/training, and experience

Minimum Level of Education Required

Less than High School	8%
High School or equivalent	58%
Associate degree	17%
Bachelor's degree	17%

Job Required Training

<u>Required</u>	<u>Preferred</u>	<u>Not Required</u>
58%	17%	25%

Technical or vocational training sought by most (67%) responding employers includes ICBO Certification and college-level courses.

Training Accepted in Lieu of Experience

<u>Yes</u>	<u>No</u>
50%	50%

Experience Required

<u>Required</u>	<u>Preferred</u>	<u>Not Required</u>
92%	8%	0%

All responding employers require or prefer an average of 30 months prior work experience.

Most (67%) responding employers accept experience in other occupations such as engineering or construction.

Construction and Building Inspectors

Researched in 1999

Wages and Benefits

Non-Union Wages

	<u>Range</u>	<u>Median</u>
New hires, no experience	Not available	
New hires, experienced	\$14.00 – \$28.00	\$22.32
3+ years with firm	\$22.00 – \$28.00	\$27.70

Note: The wages above exclude “outliers,” wages that are significantly higher or lower than what is reported by almost all employers.

Union Wages

	<u>Range</u>	<u>Median</u>
New hires, no experience	\$14.63 – \$14.92	\$14.78
New hires, experienced	\$14.92 – \$17.41	\$16.78
3+ years with firm	\$18.14 – \$20.79	\$19.21

Benefits

	<u>Employer Pays All</u>		<u>Shared Cost</u>	
	FT	PT	FT	PT
Paid Sick Leave	83%	8%	8%	17%
Paid Vacation	83%	8%	8%	8%
Retirement Plan	75%	8%	8%	8%
Life Insurance	58%	0%	8%	8%
Medical Insurance	50%	8%	42%	17%
Dental Insurance	42%	8%	33%	17%
Vision Insurance	42%	8%	33%	17%

Hours

Almost all (92%) covered employees in this occupation work full-time – 41 hours/week, weighted average. A few (8%) work temporary – 10 hours/week, weighted average. All work the day shift.

Recruitment Strategies

The three recruitment strategies most successfully used by employers include:

Newspaper Ads	82%
Trade Journals	45%
Other	36%

Other strategies include trade/client referrals and employment bulletins.

Other Relevant Information

Career Track

Almost all (83%) of the responding employers promote their Construction and Building Inspectors to higher level positions such as Chief/Senior Inspector.

Employee Profile

100% Male (a non-traditional occupation for women)
67% Union

State Outlook

This occupation is expected to grow slightly faster than the average for all occupations through 2005. There will be an estimated 2,400 new positions plus and estimated 3,510 openings due to separations by 2005.

Where the Jobs Are

Local Government (SIC 9030), Engineering Services (SIC 1521), and Testing Laboratories (SIC 1742)

Related DOT codes

See Appendix A

California Occupational Guide Number

306

Training Providers (Refer to Appendix E for Contact Information)

Contractors License Courses of California

Programs: Construction and Building Finishers and Managers, Other

Cost Estimators

OES 219020

17 Firms Responded
51 Jobs Represented

Job Description

Cost Estimators prepare cost estimates for manufacturing of products, construction projects, or services to aid management in bidding on or determining price of products or services. They may specialize according to a particular service performed or product produced.

Common Job Titles

Estimator and Estimator/Project Manager

Employment Trends

Occupation Size: Medium (120 – 170)

Growth Rate: Much faster than average (41.7%)

Labor Supply & Demand Assessment

Degree of difficulty in finding qualified applicants:

Many firms indicate it is moderately difficult or very difficult to find fully-experienced, qualified applicants. Some firms indicate it is moderately difficult to find inexperienced applicants.

Local Outlook

Employer demand is considerably greater than the supply of fully-experienced, qualified applicants. Employers often cannot find qualified applicants when an opening exists. This means qualified applicants encounter no competition in their job search. For inexperienced applicants, employer demand is somewhat greater than the supply.

Most (76%) respondents expect employment in this occupation to remain stable over the next two years, while some (24%) expect it to grow.

Source of Filled Vacancies

Of the 11 positions filled in the past 12 months, 45% were hired to fill vacated positions, 27% were hired to fill new positions, and 27% were hired due to promotions.

Employer Requirements

Skills and Qualifications Reported as Very Important

Ability to: work well independently and as part of a team, and work under pressure; Skills in: English grammar and spelling, legible handwriting, listening skills, verbal communication and speaking, and basic math

New Skills sought by many (53%) responding employers include ability to read blueprints, knowledge/experience with the industry (such as printing or construction), and communication/people skills.

Computer Software Skills sought by responding employers include database (65%), word processing (59%), spreadsheet (59%), others such as estimating software (24%), and desktop publishing (6%).

Skills Important for Career Advancement

Computer, customer service, extensive product knowledge, math, management/supervision, and construction knowledge (for that industry)

Minimum Level of Education Required

High School or equivalent	53%
Associate degree	29%
Bachelor's degree	18%

Job Required Training

<u>Required</u>	<u>Preferred</u>	<u>Not Required</u>
24%	18%	59%

Technical or vocational training sought by some (35%) responding employers includes an average of 20 months in the specific industry (including college-level courses).

Training Accepted in Lieu of Experience

<u>Yes</u>	<u>No</u>
38%	63%

Experience Required

<u>Required</u>	<u>Preferred</u>	<u>Not Required</u>
76%	18%	6%

Almost all responding employers require or prefer an average of 32 months prior work experience.

Some (29%) responding employers accept experience in other occupations such as estimating in a different construction trade, construction supervision, general automotive experience, and computer-related jobs.

Wages and Benefits

Non-Union Wages

	<u>Range</u>	<u>Median</u>
New hires, no experience	\$8.00 – \$15.00	\$8.50
New hires, experienced	\$9.00 – \$20.00	\$12.50
3+ years with firm	\$12.00 – \$20.80	\$18.00

Note: A few employers pay a bonus or commission as well. Also, the wages above exclude “outliers:” wages that are significantly higher or lower than what is reported by almost all employers.

Benefits

	<u>Employer Pays All</u>		<u>Shared Cost</u>	
	FT	PT	FT	PT
Paid Vacation	82%	12%	0%	0%
Paid Sick Leave	59%	6%	0%	0%
Medical Insurance	53%	0%	35%	0%
Dental Insurance	29%	0%	24%	0%
Retirement Plan	24%	0%	41%	6%
Vision Insurance	18%	0%	12%	0%
Life Insurance	18%	0%	18%	0%

Hours

Almost all (90%) covered employees in this occupation work full-time – 42 hours/week, weighted average. A few (8%) work part-time – 24 hours/week, weighted average, and temporary/on call (2%) – 15 hours/week, weighted average.

Almost all employers have a day shift.

Recruitment Strategies

The three recruitment strategies most successfully used by employers include:

Newspaper Ads	67%
In-house Promotion or Transfer	60%
Employee Referrals	40%

Training Providers (Refer to Appendix E for Contact Information)

Unavailable

Other Relevant Information

Career Track

Many (59%) of the responding employers promote their Cost Estimators to senior level or management positions, such as Project Manager, Sales Manager, and Senior/Chief Estimator.

Employee Profile

86% Male (a non-traditional occupation for women)

94% Non-Union

State Outlook

Information not available

Where the Jobs Are

Highway and Street Construction (SIC 1611), Single-Family Housing Construction (SIC 1521), Plastering, Drywall, and Insulation (SIC 1742), Plumbing, Heating and Air Conditioning (SIC 1711), other construction-related trades, and Commercial Printing, Lithographic (SIC 2752)

Related DOT codes

See Appendix A

California Occupational Guide Number

none

Customer Service Representatives

NON-OES 553350998

16 Firms Responded
90 Jobs Represented

Job Description

Customer Service Representatives talk with customers to find solutions to customers' problems. They may work at a professional or clerical level. Customer Service Representatives at clerical levels deal with complaints about products or billing, or receive orders for products or services. Representatives at professional levels most often are employed with companies selling complex products, such as computers. They answer questions and investigate and correct errors. They may train customers in the use of the product or interpret customer need to technical staff.

Common Job Titles

Customer Service/Counter Sales and Office Clerks

Employment Trends

Occupation Size: Information not available

Growth Rate: Information not available

Labor Supply & Demand Assessment

Degree of difficulty in finding qualified applicants:

Most firms indicate that it is moderately difficult to find qualified applicants.

Local Outlook

Employer demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times, and applicants may find little competition in their job search.

Most (63%) respondents expect employment in this occupation to remain stable over the next two years, and some (31%) project growth over the same period.

Source of Filled Vacancies

Of the 31 positions filled in the past 12 months, 52% were hired to fill vacated positions, 26% were hired due to promotions, 16% were hired to fill new positions, and 6% were hired to fill temporary positions.

Employer Requirements

Skills and Qualifications Reported as Very Important

Ability to: work effectively independently as well as on a team, and work under pressure; Skills in: English grammar and spelling, listening, and verbal communication and speaking

New Skills sought by many (50%) responding employers include communication, 10-key, organization, Internet and e-mail, cash register, typing, phone skills, and interpersonal skills/caring.

Computer Software Skills sought by responding employers include database (63%), word processing (56%), spreadsheet (44%), others such as Internet and e-mail (44%), and desktop publishing (6%).

Skills Important for Career Advancement

Understanding the industry, leadership, excellent communication skills, customer relations (including phone work), and organization

Minimum Level of Education Required

High School or equivalent 100%

Job Required Training

<u>Required</u>	<u>Preferred</u>	<u>Not Required</u>
0%	20%	80%

Training Accepted in Lieu of Experience

<u>Yes</u>	<u>No</u>
18%	82%

Experience Required

<u>Required</u>	<u>Preferred</u>	<u>Not Required</u>
19%	50%	31%

Many responding employers seek an average of 11 months prior experience.

Almost all (82%) accept experience in other occupations that involve contact with the public, sales and/or office work.

Customer Service Representatives

Researched in 1999

Wages and Benefits

Non-Union Wages

	<u>Range</u>	<u>Median</u>
New hires, no experience	\$6.00 – \$9.00	\$8.00
New hires, experienced	\$6.50 – \$11.73	\$9.00
3+ years with firm	\$7.50 – \$14.45	\$11.00

A few employers also pay a commission or piece rate.

Benefits

	<u>Employer Pays All</u>		<u>Shared Cost</u>	
	FT	PT	FT	PT
Paid Vacation	88%	19%	6%	0%
Paid Sick Leave	81%	13%	6%	0%
Life Insurance	50%	0%	31%	6%
Medical Insurance	31%	6%	63%	0%
Vision Insurance	31%	0%	44%	0%
Retirement Plan	19%	0%	50%	13%
Dental Insurance	19%	6%	63%	0%
Other	13%	0%	6%	0%

Hours

Almost all (81%) covered employees in this occupation work full-time – 40 hours/week, weighted average, while a few (12%) work part-time – 25 hours/week, weighted average, or on temporary/on-call (7%) – 40 hours/week, weighted average.

All employers have a day shift. A few employ for the swing and early morning shifts.

Recruitment Strategies

The three recruitment strategies most successfully used by employers include:

Newspaper Ads	73%
Employee Referrals	60%
Walk-In Applicants	53%

Other Relevant Information

Career Track

Most (75%) of the responding employers promote their Customer Service Representatives to a higher level position such as Customer Service Manager/Lead (or Senior), Office Manager, Circulation Manager, or other positions within the firm.

Employee Profile

91% Female
100% Non-Union

State Outlook

Information not available

Where the Jobs Are

A wide variety of industries including Printers (SIC 2752), Cable Television Service (SIC 4841), Refuse Systems (SIC 4953), and Newspaper Publishing/Printing (SIC 2711)

Related DOT codes

Unavailable

California Occupational Guide Number

None

Training Providers (Refer to Appendix E for Contact Information)

Atlas Computer Centers
Programs: General Office/Clerical and Typing Services
Computer Training Network
Programs: General Office/Clerical and Typing Services
Opportunities Unlimited
Programs: General Office/Clerical and Typing Services

Shoreline Occupational Services/Goodwill Industries
Programs: General Office/Clerical and Typing Services
Specialized Technical Education Program School
Programs: General Office/Clerical and Typing Services

Electricians

OES 872020

18 Firms Responded
189 Jobs Represented

Job Description

Electricians install, maintain, and repair wiring, electrical equipment, and fixtures. They insure that work is in accordance with relevant codes. They may read blueprints. This occupation includes Protective Signal Installers and Repairers and Street Light Servicers.

Common Job Titles

Apprentice Electricians, Electricians, and Journeyman Electricians

Wages and Benefits

Non-Union Wages

	<u>Range</u>	<u>Median</u>
New hires, no experience	\$7.00 – \$10.00	\$9.00
New hires, experienced	\$8.00 – \$20.00	\$14.00
3+ years with firm	\$12.00 – \$23.00	\$18.50

Other forms of compensation paid by a few employers include commissions of an additional \$2.40 per hour.

Union Wages

	<u>Range</u>	<u>Median</u>
New hires, no experience	Insufficient Data	
New hires, experienced	\$19.30 – \$25.25	\$25.25
3+ years with firm	\$25.00 – \$25.75	\$25.25

Benefits

	<u>Employer Pays All</u>		<u>Shared Cost</u>	
	FT	PT	FT	PT
Medical Insurance	67%	0%	6%	0%
Dental Insurance	33%	0%	6%	0%
Vision Insurance	22%	0%	6%	0%
Life Insurance	6%	0%	0%	0%
Paid Sick Leave	33%	0%	0%	0%
Paid Vacation	72%	0%	0%	0%
Retirement Plan	28%	0%	6%	0%
Child Care	0%	0%	0%	0%

Unionization

72% Non-Union

Hours

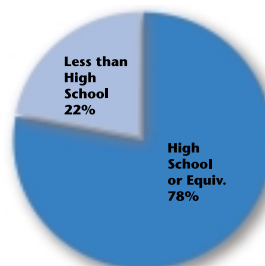
All (100%) employees in this occupation work full time – 41 hours/week, weighted average.

Shifts

All (100%) responding employers offer day shifts and a few responding employers offer swing shifts.

Employment Requirements

Minimum Level of Education Required



Experience in the Occupation

Required	72%
Not Required	17%
Preferred	11%

Almost all responding employers require or prefer an average of 38 months of prior work experience. A few (8%) responding employers accept experience in other occupations to meet their minimum requirement.

Training as a Substitute for Previous Work Experience

Yes	33%
No	67%

Technical or Vocational Training

Required	17%
Not Required	83%
Preferred	0%

A few responding employers require an average of 72 months of electrical apprenticeship training.

Skills Information

Skills in: Electrical equipment, soldering, and cost estimating; Ability to: read blueprints, climb ladders, and work independently

New skills sought by some employers were knowledge of electrical building codes.

Computer skills were sought by a few employers in word processing and spreadsheet programs.

Employment Trends

Supply & Demand Assessment

Some (21%) employers found hiring inexperienced qualified applicants to be very difficult, weighted average. Most (79%) employers found hiring experienced qualified applicants to be very difficult, weighted average.

In the last 12 months, percentage of firms whose employment in this occupation:

Declined	6%
Remained Stable	22%
Grew	72%

Sources of Filled Vacancies:

Of the 54 positions filled in the last 12 months, 70% were hired to fill new positions and 30% were hired to fill vacated positions.

Turnover

11%

The three recruitment strategies most successfully used by employers include:

Newspaper Ads	50%
Employee Referrals	39%
Walk-In Applicants	28%

Occupation Size

Large (270 – 320)

Employee Profile

96% Male
4% Female

Where the Jobs Are

SIC 1521 – General Contractors-Single Family Houses
SIC 1731 – Electrical Work

Projections

1999 – 2006 Growth Rate:
Faster than average (18.5%)

Over the Next 24 Months:

Most (67%) employers expect employment in this occupation to remain stable while some (33%) employers expect employment in this occupation to grow.

Other Relevant Information

Promotional Opportunities

Some (22%) employers promote their employees to higher level positions, such as: Foremen and Supervisors.

Skills Important for Career Advancement

Dependability, public relations, work ethics, and math skills

State Outlook

Between 1998 and 2008, this occupation is expected to grow 18.2% while the total growth for all the occupations is expected to grow 23.6% during this period in California.

Related DOT Codes

See Appendix A

California Occupational Guide Number

121

Training Providers (Refer to Appendix E for Contact Information)

California Polytechnic State University
Programs: *Electrical, Electronic and Communications Engineering Technology/Technician*
Electrical, Electronics and Communications Engineering

Cuesta College
Programs: *Electrical, Electronic and Communications Engineering Technology/Technician*

International Brotherhood of Electrical Workers, Local 639
Programs: *Electrician*

First-Line Supervisors and Manager/Supervisors Construction Trades and Extractive Workers

OES 810050

16 Firms Responded
166 Jobs Represented

Job Description

First Line Supervisors/Managers in the Construction Trades and Extractive Workers directly supervise and coordinate activities of construction or extractive workers. Manager/Supervisors are generally found in smaller establishments where they perform both supervisory and management functions, such as accounting, marketing, and personnel work. In addition, Manager/Supervisors may also engage, in part, in the same construction work as the workers they supervise. Please do not include work leaders who spend 20% or more of their time at tasks similar to those of employees under their supervision and report them in the occupations which are most closely related to their specific work duties.

Common Job Titles

Project Manager/Foreman, Project/Construction Superintendent, and Site or Job Site Supervisor

Employment Trends

Occupation Size: Large (270 – 310)

Growth Rate: Slower than average (14.8%)

Labor Supply & Demand Assessment

Degree of difficulty in finding qualified applicants:

Almost all firms indicate it is moderately difficult or difficult to find fully-experienced, qualified applicants.

Local Outlook

Employer demand is considerably greater than the supply of qualified applicants. Employers often cannot find qualified applicants when an opening exists. This means qualified applicants encounter no competition in their job search.

Many (56%) respondents expect employment in this occupation to remain stable over the next two years, while some (31%) project growth, and a few (13%) project a decline.

Source of Filled Vacancies

Of the 52 positions filled in the past 12 months, 88% were hired to fill new positions, 10% were hired to fill vacated positions, and 2% were hired due to promotions.

Employer Requirements

Skills and Qualifications Reported as Very Important

Ability to: pass a drug screening exam, lift at least 10 pounds repeatedly, perform strenuous physical work, use abdominal and lower back muscles, stand continuously for 2 hours or more, work effectively on a team as well as independently, perform routine and repetitive work, work in a changing environment, learn continuously, and work under pressure; Skills in: English grammar and spelling, problem solving, reading and comprehension, listening, and verbal communication/speaking; Willingness to work nights, weekends, on-call, and/or more than 40 hours/week, and to participate in drug testing; Other: possess a good DMV driving record

New Skills sought by a few (13%) responding employers include ability to work with others, leadership/motivation, and knowledge of contract administration.

Computer Software Skills sought by responding employers include word processing (44%), spreadsheet (44%), database (19%), others such as e-mail and project-management software (13%), and desktop publishing (6%).

Skills and Qualifications Important for Career Advancement

College degree and construction/specific trade knowledge

Minimum Level of Education Required

Less than High School	6%
High School or equivalent	88%
Bachelor's degree	6%

Job Required Training

<u>Required</u>	<u>Preferred</u>	<u>Not Required</u>
13%	40%	47%

Technical or vocational training sought by a few responding employers includes 5 years apprenticeship programs.

Training Accepted in Lieu of Experience

<u>Yes</u>	<u>No</u>
13%	87%

Employers accept an average of 42 months training to substitute for work experience.

First-Line Supervisors and Manager/Supervisors Construction Trades and Extractive Workers

Researched in 1999

Experience Required

<u>Required</u>	<u>Preferred</u>	<u>Not Required</u>
88%	6%	6%

Almost all responding employers require an average of 40 months prior work experience.

Many (43%) responding employers accept experience in other occupations related to construction.

Wages and Benefits

All Wages

	<u>Range</u>	<u>Median</u>
New hires, no experience	\$24.05 –\$24.05*	\$24.05*
New hires, experienced	\$7.19 –\$36.05	\$20.83
3+ years with firm	\$14.38 –\$40.05	\$27.93

*This is a union wage for entry-level workers in this occupation.

Benefits

	<u>Employer Pays All</u>		<u>Shared Cost</u>	
	FT	PT	FT	PT
Paid Vacation	69%	0%	0%	0%
Medical Insurance	44%	0%	25%	6%
Paid Sick Leave	38%	0%	0%	0%
Vision Insurance	25%	6%	0%	0%
Retirement Plan	25%	0%	13%	6%
Life Insurance	25%	0%	13%	6%
Dental Insurance	19%	0%	19%	6%

Hours

Almost all (99%) covered employees in this occupation work full-time – 41 hours/week, weighted average. All firms have a day shift, and a few employ for a swing, graveyard, or other shifts.

Recruitment Strategies

The three recruitment strategies most successfully used by employers include:

Employee Referrals	70%
Newspaper Ads	60%
In-house Promotion or Transfer	60%

Other Relevant Information

Career Track

Many (56%) of the responding employers do not promote their First-line Supervisors Construction Trades and Extractive Workers. Some (38%) promote to other management positions.

Employee Profile

95% Male (a non-traditional occupation for women)
88% Non-Union

State Outlook

Information not available

Where the Jobs Are

This occupation is found in a variety of construction-related or utility industries such as Gas and Other Services Combined (SIC 4932), Plastering, Drywall, and Insulation (SIC 1742), Heavy Construction, NEC (SIC 1629), Single-Family Housing Construction (SIC 1521), etc.

Related DOT codes

See Appendix A

California Occupational Guide Number

None

Training Providers (Refer to Appendix E for Contact Information)

Carpenters Union Local 1800

Programs: *Carpenter*

Coast Union High/ROP

Programs: *Carpenter*

International Brotherhood of Electrical Workers Local 639

Programs: *Electrician*

Contractors License Courses of California

Programs: *Construction and Building Finishers and Managers, Other*

Lucia Mar Unified Adult School

Programs: *Plumber and Pipefitter*

Plumbers and Pipe Fitters Union Local 460

Programs: *Plumber and Pipefitter*

So. CA Cement Masons Joint Apprenticeship Trust

Programs: *Mason and Tile Setter*

Heating, Air Conditioning, & Refrigeration Mechanics and Installers

OES 859020

18 Firms Responded

123 Jobs Represented

Job Description

Heating, Air Conditioning, and Refrigeration Mechanics and Installers install and repair heating, air conditioning, and refrigeration systems. Their duties may include installation and repair of oil burners, hot-air furnaces, heating stoves, and similar equipment in homes and commercial establishments using hand and pipe threading tools. They may also install and repair cooling and central air conditioning systems. This category does not include workers who do only plumbing and pipefitting work.

Common Job Titles

Building Service Engineer, HVAC
Installer/Mechanic, Service Technician, and
Service Mechanic

Wages and Benefits

All Employers Wages (Union and Non-Union)

	Range	Median
New hires, no experience	\$5.75 – \$8.00	\$8.00
New hires, experienced	\$8.00 – \$15.00	\$12.00
3+ years with firm	\$9.00 – \$24.16	\$17.50

Commissions are paid by a few employers ranging from an additional \$.55 to \$5.48 per hour.

Benefits

	Employer Pays All		Shared Cost	
	FT	PT	FT	PT
Medical Insurance:	61%	0%	22%	0%
Dental Insurance:	6%	0%	22%	0%
Vision Insurance:	11%	0%	6%	0%
Life Insurance:	17%	0%	17%	0%
Paid Sick Leave:	28%	0%	0%	0%
Paid Vacation:	67%	0%	0%	0%
Retirement Plan:	22%	0%	22%	6%
Child Care:	0%	0%	0%	0%

Unionization

83% Non-Union
17% Union

Hours

Almost all employees (94%) in this occupation work full time – 40 hours/week, weighted average while the part time employees work 27 hours/week, weighted average, temporary on-call

employees work 20 hours/week, weighted average, and seasonal employees work 40 hours/week, weighted average.

Shifts

All employees (100%) work the day shift, while a few employees also work some nights and weekends while on call for emergencies.

Employer Requirements

Minimum Level of Education Required

Less Than High School	17%
High School or Equivalent	83%

Job Required Training

Required	0%
Not Required	56%
Preferred	44%

Technical or vocational training preferred by some (44%) responding employers includes an average of 10 months in HVAC training and refrigeration training.

Training as a Substitute for Previous Work Experience

Yes	69%
No	31%

Experience Required

Required	39%
Not Required	11%
Preferred	50%

Many employers (44%) accept experience in other occupations to meet their minimum requirement.

The employers who seek work experience require between six months and two years of previous work experience in a related field.

Skills Information

Skills in: HVAC/equipment mechanics, producing quality work, good use of tools, planning and organization

New skills sought by employers included welding, technical refrigeration, computerized building automation, soldering, and electronics.

Computer software skills sought by a few employers include spreadsheet, database, and energy management software.

Heating, Air Conditioning, & Refrigeration Mechanics and Installers

Researched in 2000

Employment Trends

Supply & Demand Assessment

Degree of difficulty in finding qualified applicants:

The surveyed employers indicate that it is very difficult to find fully experienced qualified applicants and moderately difficult to find inexperienced applicants.

The three recruitment strategies most successfully used by employers include:

Newspaper Ads	67%
Employee Referrals	83%
Walk-in Applications	78%

Turnover

11%

Occupation Size

Small to Medium (100 – 120)

Employee Profile

2% Female
98% Male

Where the Jobs Are

SIC 1711 – Plumbing, Heating and Air
Conditioning
SIC 7623 – Refrigeration & Air Conditioning
Services

Projections

Growth Rate: Much Faster than Average (20.0%)

In the last 12 months, percentage of firms
whose employment:

Declined	0%
Remained Stable	33%
Grew	67%

Source of Filled Vacancies:

Of the 37 positions filled in the past 12 months, 8% were hired to fill positions vacated by individuals who were promoted, 30% were hired to fill vacated positions, 54% were hired to fill new positions, and 8% were hired to fill temporary positions.

Next 24 Months:

Only a few employers expected employment in this occupation to decline. Many employers (41%) stated that they expected employment in this occupation to remain stable, while even more employers (53%) expect employment to grow.

Other Relevant Information

Career Track

Most employers (67%) promote their employees to higher level positions such as Supervisor, Crew Leader, General Manager and Foreperson.

Skills Important for Career Advancement

Equipment repair skills, problem solving, and electrical trouble shooting

State Outlook

Between 1998 and 2008, this occupation is expected to grow 27.0% while the total growth for all the occupations is expected to grow 23.6% during this period in California.

Related DOT Codes

See Appendix A

Training Providers (Refer to Appendix E for Contact Information)

Unavailable

Helpers – Carpenters and Related Workers

OES 983120

15 Firms Responded
74 Jobs Represented

Job Description

Carpenters' Helpers and Related Workers help Carpenters or carpentry related craft workers by performing duties of lesser skill. Their duties include supplying or holding materials or tools and cleaning work area and equipment. This occupation does not include apprentice workers or construction or maintenance laborers who do not primarily assist Carpenters or carpentry related craft workers.

Common Job Titles

Carpenter Helpers and Laborers

Wages and Benefits

Non-Union Wages

	<u>Range</u>	<u>Median</u>
New hires, no experience	\$7.75 – \$12.00	\$9.75
New hires, experienced	\$10.00 – \$18.00	\$11.25
3+ years with firm	\$10.00 – \$23.00	\$16.00

Union Wages

	<u>Range</u>	<u>Median</u>
New hires, no experience	\$7.00 – \$27.00	\$8.75
New hires, experienced	\$8.00 – \$27.00	\$10.00
3+ years with firm	\$8.00 – \$27.00	\$10.75

Benefits

	<u>Employer Pays All</u>		<u>Shared Cost</u>	
	FT	PT	FT	PT
Medical Insurance:	13%	0%	20%	0%
Dental Insurance:	7%	0%	7%	0%
Vision Insurance:	7%	0%	0%	0%
Life Insurance:	13%	0%	0%	0%
Paid Sick Leave:	7%	0%	7%	0%
Paid Vacation:	20%	0%	7%	0%
Retirement Plan:	13%	0%	27%	0%
Child Care:	0%	0%	0%	0%

Unionization

80% Non-Union

Hours

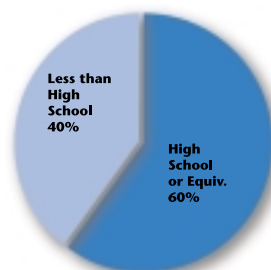
Almost all (99%) employees in this occupation work full time – 39 hours/week, weighted average and a few employees work part time – 20 hours/week, weighted average.

Shifts

All (100%) responding employers offer day shifts.

Employer Requirements

Minimum Level of Education Required



Experience in the Occupation

Required	27%
Not Required	33%
Preferred	40%

Most responding employers require or prefer an average of 12 months of prior work experience. Many (44%) responding employers accept experience in landscaping or other construction related occupations to meet their minimum requirement.

Training as a Substitute for Previous Work Experience

Yes	40%
No	60%

Technical or Vocational Training

Required	13%
Not Required	74%
Preferred	13%

Some responding employers require or prefer an average of 8 months of construction related training.

Skills Information

Skills in: good eye-hand coordination; Ability to: tolerate noise and dust and use hand tools

Computer software skills were not sought by a significant amount of employers.

Employment Trends

Supply & Demand Assessment

Most (73%) employers found hiring inexperienced qualified applicants to be very difficult, weighted average. Some (27%) employers found hiring experienced qualified applicants to be very difficult, weighted average.

In the last 12 months, percentage of firms whose employment in this occupation:

Declined	0%
Remained Stable	40%
Grew	60%

Sources of Filled Vacancies:

Of the 42 positions filled in the last 12 months, 48% were hired to fill vacated positions, 31% were hired to fill new positions, 19% were hired to fill temporary positions, and 2% were hired to fill vacated positions due to promotions.

Turnover

34%

The three recruitment strategies most successfully used by employers include:

Walk-in Applications	67%
Employee Referrals	60%
Newspaper Ads	47%

Occupation Size

Medium (250 – 320)

Employee Profile

100% Male

0% Female

Where the Jobs Are

SIC 1521 – General Contractors-Single Family Houses

SIC 1522 – General Contractors-Residential Buildings, Other Than Single Family

SIC 1542 – General Contractors-Nonresidential Buildings

Projections

1999 – 2006 Growth Rate:

Much faster than average (28%)

Over the Next 24 Months:

Most (67%) employers expect employment in this occupation to remain stable while some (33%) employers expect employment in this occupation to grow.

Other Relevant Information

Promotional Opportunities

Almost all (80%) employers promote their employees to higher level positions, such as: Carpenters, Equipment Operators, Foremen, and Supervisors.

Skills Important for Career Advancement

Knowledge of industry, public relations, education, mechanical, and management skills

State Outlook

Between 1998 and 2008, this occupation is expected to grow 21.1% while the total growth for all the occupations is expected to grow 23.6% during this period in California.

Related DOT Codes

See Appendix A

California Occupational Guide Number

565 and 169

Training Providers (Refer to Appendix E for Contact Information)

California Polytechnic State University

Programs: *Construction and Building Finishers and Managers, Other*

Carpenters Union Local 1800

Programs: *Carpenter*

Coast Union High School/ROP

Programs: *Carpenter*

Contractors License Course of California

Programs: *Construction and Building Finishers and Managers, Other*

Cuesta College

Programs: *Construction/Building Technology/Technician*

Home Health Aides

OES 660110

7 Firms Responded
123 Jobs Represented

Job Description

Home Health Aides care for elderly, convalescent, or handicapped person in home of patient. They perform duties for patients such as changing bed linen, preparing meals, assisting in and out of bed, bathing, dressing, grooming, and assisting with medications under doctors' orders or direction of nurse. Please exclude Nursing Aides and Homemakers.

Common Job Titles

Personal Assistant

Employment Trends

Occupation Size: Medium (120 – 170)

Growth Rate: Much faster than average (41.7%)

Labor Supply & Demand Assessment

Degree of difficulty in finding qualified applicants:

Some firms indicate it is very difficult to find qualified applicants. Many firms indicate it is moderately difficult to find inexperienced applicants.

Local Outlook

Employer demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times, and applicants may find little competition in their job search.

All (100%) respondents expect employment in this occupation to grow over the next two years.

Source of Filled Vacancies

Of the 80 positions filled in the past 12 months, 51% were hired to fill vacated positions, 34% were hired to fill temporary positions, 13% were hired to fill new positions, and 3% were hired due to promotions.

Employer Requirements

Skills and Qualifications Reported as Very Important

Ability to: lift at least 10 pounds repeatedly, work effectively on a team as well as independently, perform routine, repetitive work, and work in a changing environment; Skills in: listening skills and verbal communication/speaking; Other: willingness to work weekends, trained in CPR and first aid, good DMV record, and clean and neat appearance

New Skills sought by some (29%) responding employers includes course work for certification.

Computer Software Skills

None reported

Minimum Level of Education Required

Less than High School	29%
High School or equivalent	71%

Job Required Training

<u>Required</u>	<u>Preferred</u>	<u>Not Required</u>
57%	14%	29%

Technical or vocational training sought by most (71%) responding employers includes state certification requirements.

Training Accepted in Lieu of Experience

<u>Yes</u>	<u>No</u>
71%	29%

Experience Required

<u>Required</u>	<u>Preferred</u>	<u>Not Required</u>
14%	86%	0%

Almost all (86%) responding employers require or prefer an average of 7 months prior work experience.

Many (57%) responding employers accept experience in other occupations such as Homemaker, Caregiver, and CNA.

Wages and Benefits

Non-Union Wages

	<u>Range</u>	<u>Median</u>
New hires, no experience	\$6.25 – \$8.50	\$6.88
New hires, experienced	\$6.25 – \$9.00	\$7.63
3+ years with firm	\$7.50 – \$11.25	\$8.25

Benefits

	<u>Employer Pays All</u>		<u>Shared Cost</u>	
	FT	PT	FT	PT
Paid Vacation	57%	43%	0%	0%
Life Insurance	43%	14%	0%	0%
Retirement Plan	29%	29%	0%	0%
Paid Sick Leave	29%	29%	0%	0%
Medical Insurance	29%	0%	14%	14%
Dental Insurance	29%	0%	14%	14%
Vision Insurance	29%	0%	14%	14%

Hours

Many (46%) covered employees in this occupation work full-time – 40 hours/week, weighted average or part-time (46%) – 24 hours/week, weighted average. A few (2%) work temporary/on-call – 4 hours/week, weighted average, or seasonal (1%). All work the day shift and many work a swing or graveyard shift.

Recruitment Strategies

The three recruitment strategies most successfully used by employers include:

Newspaper Ads	83%
Employee Referrals	45%
School Program Referrals	36%

Other Relevant Information

Career Track

Many (43%) of the responding employers promote their Home Health Aides to a coordinating or scheduling position, a management position, or to LVN or RN with additional training.

Employee Profile

87% Female
100% Non-Union

State Outlook

This occupation is the third fastest growing occupation in the State, with a more than 100% growth rate projected through 2005. The employment outlook for experienced Home Health Aides is very good, and there will be plenty of opportunities for job seekers who want to work part-time or temporary.

Where the Jobs Are

Help Supply Services (SIC 7363), Home Health Care Services (SIC 8082), Nursing and Personal Care (SIC 8059), and Residential Care (SIC 8361)

Related DOT codes

See Appendix A

California Occupational Guide Number

461

Training Providers (Refer to Appendix E for Contact Information)

Career Training Center
Programs: *Medical Assistant*

Central California School of Continuing Education
Programs: *Medical Assistant*

Cuesta College
Programs: *Home Health Aide*

Human Resource Technicians

Non-OES 166267999

16 Firms Responded
32 Jobs Represented

Job Description

Human Resource Technicians provide assistance to personnel directors and managers in identifying, evaluating, and resolving human relations and work performance problems within establishments. Workers in this occupation attend meetings of managers, supervisors, and work units to ascertain problems that adversely effect employee morale and productivity and to determine effective remediation techniques, such as job skill training or personal intervention; develop and conduct training to instruct managers, supervisors, and workers in a variety of related skills, such as supervisory skills, conflict resolution skills, interpersonal communication skills, and group interaction skills; schedule individuals for technical job-related skills training. May assist in screening applicants for employment and in-house training programs, participate in labor relations issues, and write employee newsletter.

Common Job Titles

Personnel Technicians, Personnel Service Specialists, Staff Services Analysts, and Human Resource Assistants

Wages and Benefits

Non-Union Wages

	Range	Median
New hires, no experience	\$6.25 – \$8.00	\$7.00
New hires, experienced	\$7.00 – \$18.24	\$12.61
3+ years with firm	\$7.50 – \$21.22	\$14.34

Other forms of compensation paid by some employers include bonuses ranging from an additional \$1.46 to \$3.60 per hour.

Union Wages

	Range	Median
New hires, no experience	\$12.33 – \$14.42	\$14.33
New hires, experienced	\$12.66 – \$16.11	\$14.38
3+ years with firm	\$14.42 – \$22.77	\$18.35

Benefits

	Employer Pays All		Shared Cost	
	FT	PT	FT	PT
Medical Insurance:	25%	0%	69%	13%
Dental Insurance:	31%	0%	63%	13%
Vision Insurance:	38%	0%	50%	13%
Life Insurance:	38%	6%	25%	0%
Paid Sick Leave:	94%	6%	0%	0%
Paid Vacation:	94%	6%	0%	0%

Employer Pays All Shared Cost

	FT	PT	FT	PT
Retirement Plan:	50%	0%	31%	6%
Child Care:	0%	0%	0%	0%

Unionization

75% Non-Union

Hours

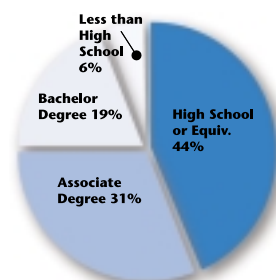
Almost all (91%) employees in this occupation work full time – 40 hours/week, weighted average and a few employees work part time – 20 hours/week, weighted average.

Shifts

All (100%) responding employers offer day shifts and a few responding employers offer swing shifts.

Employer Requirements

Minimum Level of Education Required



Experience in the Occupation

Required	63%
Not Required	19%
Preferred	18%

Almost all responding employers require or prefer an average of 29 months of prior work experience. Many (55%) responding employers accept experience in other clerical or office related occupations to meet their minimum requirement.

Training as a Substitute for Previous Work Experience

Yes	38%
No	62%

Technical or Vocational Training

Required	6%
Not Required	88%
Preferred	6%

A few responding employers require or prefer an average of 3 months of human resource course-work or training.

Produced by Private Industry Council of San Luis Obispo County, Inc.

Occupational Outlook – San Luis Obispo County 1999 – 2001

Human Resource Technicians

Researched in 2001

Skills Information

Skills in: interviewing, recruiting, knowledge of employee benefit programs, labor relations practices, and personnel classification procedures; Ability to: write job specifications and work under pressure

Computer software skills were sought by almost all employers in word processing programs, most employers sought computer software skills in spreadsheet programs, many employers sought computer software skills in database programs, some employers sought computer software skills in email and payroll programs, and a few employers sought computer software skills in desktop publishing programs.

Employment Trends

Supply & Demand Assessment

Some (37%) employers found hiring inexperienced qualified applicants to be moderately difficult, weighted average. Most (63%) employers found hiring experienced qualified applicants to be moderately difficult, weighted average.

In the last 12 months, percentage of firms whose employment in this occupation:

Declined	6%
Remained Stable	75%
Grew	19%

Sources of Filled Vacancies:

Of the 8 positions filled in the last 12 months, 38% were hired to fill new positions, 38% were hired to fill vacated positions due to promotions, and 24% were hired to fill vacated positions.

Turnover

17%

The three recruitment strategies most successfully used by employers include:

In-house Promotion or Transfer	75%
Newspaper Ads	75%
Internet	25%

Occupation Size

This information is not available for non-OES occupations.

Employee Profile

97% Female

3% Male

Where the Jobs Are

SIC 5149 – Groceries and Related Products

SIC 5311 – Department Stores

SIC 5511 – Motor Vehicle Dealers

SIC 6022 – State Commercial Banks

SIC 7011 – Hotels and Motels

SIC 8211 – Elementary and Secondary Schools

SIC 9030 – Local Government, Excluding
Hospital and Education

Projections

1999 – 2006 Growth Rate:

This information is not available for non-OES occupations.

Over the Next 24 Months:

Most (63%) employers expect employment in this occupation to remain stable, some (31%) employers expect employment in this occupation to grow, and a few (6%) employers expect employment in this occupation to decline.

Other Relevant Information

Promotional Opportunities

Many (50%) employers promote their employees to higher level positions, such as: Personnel Analysts, Human Resource Analysts, Supervisors, Store Managers, and General Managers.

Skills Important for Career Advancement

Knowledge of union contracts and laws, conflict resolution, communication, customer service, multi-tasking, and management skills

State Outlook

This information is not available for non-OES occupations.

Related DOT Codes

See Appendix A

California Occupational Guide Number

135

Training Providers (Refer to Appendix E for Contact Information)

California Polytechnic State University

Programs: *Business Administration and Management, General*
Human Resources Management

California Polytechnic State University, Extended Studies

Programs: *Human Resources Management*

Cuesta College

Programs: *Business Administration and Management, General*

Huffman Institute

Programs: *Business Administration and Management, General*
University of La Verne

Programs: *Business Administration and Management, General*
Organizational Behavior Studies

Produced by Private Industry Council of San Luis Obispo County, Inc.

Occupational Outlook – San Luis Obispo County 1999 – 2001

Industrial Truck and Tractor Operators

OES 979470

18 Firms Responded
152 Jobs Represented

Job Description

Industrial Truck and Tractor Operators operate gasoline or electric powered industrial trucks or tractors equipped with forklift, elevated platform, or trailer hitch to move materials within an establishment, warehouse, storage yard, factory, or at a construction site. This category does not include Logging Tractor Operators.

Common Job Titles

Truck Driver/Boss, Dock Labor, Warehousemen, Forklift Operators and Equipment Operators

Wages and Benefits

All Employers Wages (Union and Non-Union)

	Range	Median
New hires, no experience	\$6.00 – \$10.00	\$8.25
New hires, experienced	\$7.00 – \$15.00	\$9.00
3+ years with firm	\$8.00 – \$18.00	\$12.00

Other forms of compensation paid by a few employers include a bonus ranging from an additional \$.58 to \$.72 per hour.

Benefits

	Employer Pays All		Shared Cost	
	FT	PT	FT	PT
Medical Insurance:	28%	6%	61%	0%
Dental Insurance:	22%	6%	50%	0%
Vision Insurance:	11%	0%	44%	0%
Life Insurance:	39%	6%	17%	0%
Paid Sick Leave:	50%	6%	0%	0%
Paid Vacation:	83%	6%	6%	0%
Retirement Plan:	44%	0%	17%	6%
Child Care:	0%	0%	0%	0%

Unionization

94% Non-Union
6% Union

Hours

Almost all (91%) employees in this occupation work full time – 40 hours/week, weighted average while the part time employees work 20 hours/week, weighted average and temporary on call employees work 40 hours/week, weighted average.

Shifts

Almost all employees work the day shift, while a few employees work swing, graveyard and other shifts such as 12-hour shifts.

Employer Requirements

Minimum Level of Education Required

Less Than High School 39%
High School or Equivalent 61%

Job Required Training

Required 17%
Not Required 78%
Preferred 6%

Technical or vocational training preferred by few responding employers includes an average of 11 months in securing a California Class A license (Gross Vehicle Weight of more than 10,000 pounds.) or a Class B license (Gross Vehicle Weight of less than 10,000 pounds.) to operate commercial vehicles.

Training as a Substitute for Previous Work Experience

Yes 50%
No 50%

Experience Required

Required 44%
Not Required 33%
Preferred 22%

Some (33%) of responding employers accept experience in other occupations to meet their minimum requirement.

The employers who seek work experience require one to two years of previous work experience.

Skills Information

Skills in: adherence to safe practices and regulations, good driving skills, communication skills, time management skills, inventory control software skills, and mechanical skills

Computer software skills sought by a few employers include word-processing, spreadsheet, and manufacturing software.

Employment Trends

Supply & Demand Assessment

Degree of difficulty in finding qualified applicants:

The surveyed employers indicate that it is moderately difficult to find fully experienced qualified applicants and not difficult to find inexperienced applicants.

Produced by Private Industry Council of San Luis Obispo County, Inc.

Occupational Outlook – San Luis Obispo County 1999 – 2001

Industrial Truck and Tractor Operators

Researched in 2000

The three recruitment strategies most successfully used by employers include:

Newspaper Ads	61%
Employee Referrals	72%
Walk-in Applications	61%

Turnover

14%

Occupation Size

Small (50)

Employee Profile

3% Female

97% Male

Where the Jobs Are

SIC 4213 – Trucking, except Local

Projections

Growth Rate: Remain Stable (0.0%)

In the last 12 months, percentage of firms whose employment:

Declined	0%
Remained Stable	72%
Grew	28%

Source of Filled Vacancies:

Of the 31 positions filled in the past 12 months, 10% were hired to fill positions vacated due to promotion, 61% were hired to fill vacated positions, and 29% were hired to fill new positions.

Next 24 Months:

Employment in this occupation is not expected to decline. Most employers (61%) stated that they expected employment in this occupation to remain stable, while some employers (39%) expect employment to grow.

Other Relevant Information

Career Track

Almost all employers (94%) promote their employees to higher level positions such as Shipping/Receiving Manager, Route Supervisor, Warehouse Manager, and Production Supervisor.

Skills Important for Career Advancement

Include mechanical skills, computer knowledge, and good communication

State Outlook

Between 1998 and 2008, this occupation is expected to grow 21.5%, while the total growth for all the occupations is expected to grow 23.6% during this period in California.

Related DOT Codes

See Appendix A

Training Providers (Refer to Appendix E for Contact Information)

Unavailable

Instructors and Coaches – Sports and Physical Training

OES 313210

18 Firms Responded
367 Jobs Represented

Job Description

Sports and Physical Training Instructors and Coaches instruct or coach groups or individuals in the fundamentals of sports. They demonstrate techniques and methods of participation, and observe and inform participants of corrective measures necessary to improve their skills. This category does not include persons required to hold teaching credentials or who coach professional athletic teams.

Common Job Titles

Athletic Team Coach, Golf Professional, Fitness Trainer, Aerobic Instructor, and Group Fitness Instructor

Wages and Benefits

Non-Union Wages

	Range	Median
New hires, no experience	\$6.00 – \$7.67	\$7.00
New hires, experienced	\$6.50 – \$16.00	\$8.00
3+ years with firm	\$7.67 – \$20.00	\$10.00

Union Wages

	Range	Median
New hires, no experience	\$7.67 – \$7.67	\$7.67
New hires, experienced	\$6.14 – \$25.70	\$7.67
3+ years with firm	\$6.14 – \$28.85	\$8.05

Other forms of compensation paid by a few employers include bonuses and commission ranging from an additional \$.43 to \$12.00 per hour. This occupation encompasses a variety of different types of coaches. All of the elementary, junior high, and high school team coaches included in this sample work as credential teachers in addition to coaching. For this group, the wages reported here are for coaching only and are typically paid as a stipend by the school system for the duration of a single sports season.

Benefits

	Employer Pays All		Shared Cost	
	FT	PT	FT	PT
Medical Insurance:	22%	6%	0%	0%
Dental Insurance:	17%	0%	6%	6%
Vision Insurance:	11%	6%	0%	0%
Life Insurance:	0%	0%	6%	6%
Paid Sick Leave:	17%	6%	0%	0%
Paid Vacation:	22%	11%	0%	0%

Employer Pays All Shared Cost

	FT	PT	FT	PT
Retirement Plan:	0%	0%	11%	11%
Child Care:	0%	17%	0%	6%

Other benefits offered include free fitness club membership and chiropractic care.

Unionization

72% Non-Union
28% Union

Hours/Shifts

Individuals who coach sports teams at the high school, junior high school or elementary level work a range of hours usually after school and some weekends. Golf professionals, aerobics instructors, gymnastics instructors, dance instructors, and fitness trainers typically work days and only part time hours, but some do work full time. College level athletic coaches work full time and the hours vary.

Employer Requirements

Minimum Level of Education Required

Less Than High School	11%
High School or Equivalent	61%
Associate Degree	17%
Bachelor Degree	6%
Graduate Study	6%

Job Required Training

Required	28%
Not Required	67%
Preferred	6%

Technical or vocational training is required by some (28%) of responding employers including an average of 7 months in the particular sport, CPR/first aid, physical therapy and exercise physiology.

Training as a Substitute for Previous Work Experience

Yes	59%
No	41%

Experience Required

Required	78%
Not Required	6%
Preferred	17%

Instructors and Coaches – Sports and Physical Training

Researched in 2000

Some (31%) of responding employers accept experience in coaching, physical training, and other fitness occupations to meet their minimum requirement.

The employers who seek work experience require approximately one year of previous work experience in a related field. A few firms require as much as 5 years of previous work experience in a related field.

Skills Information

Skills in: motivation of individuals, leadership, instruction, and good interpersonal skills

Computer software skills sought by some employers include word processing, spreadsheet, database, and desktop publishing.

Employment Trends

Supply & Demand Assessment

Degree of difficulty in finding qualified applicants:

The surveyed employers indicate that it is moderately difficult to find both inexperienced and fully experienced qualified applicants.

The three recruitment strategies most successfully used by employers include:

Newspaper Ads	39%
Employee Referrals	67%
In-House Promotion or Transfer	44%

Turnover

8%

Occupation Size

Large (250 – 330)

Employee Profile

33% Female

67% Male

Where the Jobs Are

SIC 8211 Elementary and Secondary Schools

SIC 8221 Colleges and Universities

Projections

Growth Rate: Much Faster than Average (32.0%)

In the last 12 months, percentage of firms whose employment:

Declined 0%

Remained Stable 61%

Grew 39%

Source of Filled Vacancies:

Of the 189 positions filled in the past 12 months, 4% were hired to fill positions vacated by individuals who were promoted, 12% were hired to fill vacated positions, 14% were hired to fill new positions, and 70% were hired to fill temporary positions.

Next 24 Months:

Employment in this occupation is not expected to decline. Half of the firms stated that they expected employment in this occupation to remain stable, while the remaining 50% of firms expect employment to grow.

Other Relevant Information

Career Track

Most employers (72%) promote their employees to higher level positions such as Head Coach, Head Professional, Fitness Director, Program Manager, and Program Director.

Skills Important for Career Advancement

Proficiency in sport and instructing, winning seasons, management skills, communication and responsibility

State Outlook

Between 1998 and 2008, this occupation is expected to grow 29.9% while the total growth for all the occupations is expected to grow 23.6% during this period in California.

Related DOT Codes

See Appendix A

Training Providers (Refer to Appendix E for Contact Information)

Atascadero Adult School

Programs: *Sports and Exercise*

California Polytechnic State University

Programs: *Health and Physical Education, General
Physical Education Teaching and Coaching*

Cuesta College

Programs: *Physical Education Teaching and Coaching*

Internet Web Site Designers/Developers (Webmasters)

NON-OES 031064999

14 Firms Responded
43 Jobs Represented

Job Description

Internet Web Site Designers/Developers (Webmasters) are responsible for managing the content of an organization's Internet web site. Usually using specialized software, they create, design, and maintain web pages to communicate an organization's message to Internet users.

Common Job Titles

Web Developer and Web Specialist/
Graphic Designer

Employment Trends

Occupation Size: Information not available

Growth Rate: Information not available

Labor Supply & Demand Assessment

Degree of difficulty in finding qualified applicants:

Almost all (86%) firms indicate it is moderately difficult to find fully-experienced, qualified applicants.

Local Outlook

Employer demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times, and applicants may find little competition in their job search.

Many (57%) respondents expect employment in this occupation to grow over the next two years, while some (36%) expect it to remain stable and few (7%) expect a decline.

Source of Filled Vacancies

Of the 22 positions filled in the past 12 months, 50% were hired to fill new positions, 23% were hired to fill vacated positions, 23% were hired due to promotions, and 5% were hired to fill temporary positions.

Employer Requirements

Skills and Qualifications Reported as Very Important

Ability to: work well independently and as part of a team, learn continually, and work under pressure; Skills in: English grammar and spelling; Other: willingness to work occasional overtime

New Skills sought by many (57%) responding employers include ease in learning new technology/software, graphics (computer), and internet-related software.

Computer Software Skills sought by responding employers include desktop publishing – including programs such as Photoshop (79%), Internet skills and programming languages such as HTML, PERL, Java, and SQL (79%), database (50%), word processing (43%), and spreadsheet (36%).

Skills and Qualifications Found to be in Short Supply

Communication, willingness to learn, team or group work, self-motivated, HTML, SQL, and creativity/design skills

Minimum Level of Education Required

Less than High School	14%
High School or equivalent	43%
Associate degree	29%
Bachelor's degree	14%

Job Required Training

<u>Required</u>	<u>Preferred</u>	<u>Not Required</u>
36%	50%	14%

Technical or vocational training sought by many (57%) responding employers includes an average of 15 months in computer technology and web page design.

Training Accepted in Lieu of Experience

<u>Yes</u>	<u>No</u>
29%	71%

Experience Required

<u>Required</u>	<u>Preferred</u>	<u>Not Required</u>
100%	0%	0%

Internet Web Site Designers/Developers (Webmasters)

Researched in 1999

Responding employers require or prefer an average of 18 months prior work experience.

Most (64%) responding employers accept experience in other occupations such as graphic design, computer programming, or other computer-related fields.

Wages and Benefits

Non-Union Wages

	<u>Range</u>	<u>Median</u>
New hires, no experience	Not Available	
New hires, experienced	\$7.00 – \$19.56	\$12.00
3+ years with firm	\$10.00 – \$23.97	\$15.34

Note: the wages above exclude "outliers," wages that are significantly higher or lower than what is reported by almost all employers.

Benefits

	<u>Employer Pays All</u>		<u>Shared Cost</u>	
	FT	PT	FT	PT
Paid Vacation	71%	21%	0%	0%
Paid Sick Leave	64%	21%	0%	0%
Medical Insurance	50%	7%	36%	14%
Dental Insurance	29%	7%	29%	14%
Retirement Plan	21%	7%	14%	7%
Vision Insurance	21%	0%	29%	14%
Life Insurance	21%	0%	0%	0%
Other	7%	0%	0%	0%

Other benefits include personal leave and long-term disability.

Hours

Many (56%) covered employees in this occupation work full-time – 40 hours/week, weighted average. Some work part-time – 23 hours/week, weighted average, and a few work temporary/on call (2%) – 10 hours/week, weighted average.

Recruitment Strategies

The four recruitment strategies most successfully used by employers include:

Newspaper Ads	85%
Internet	62%
In-house Promotion or Transfer	38%
Employee Referrals	38%

Other Relevant Information

Career Track

Many (57%) of the responding employers promote their Internet Web Site Designers/Developers to senior-level or management positions, or to other positions in the firms such as marketing or system administration.

Employee Profile

84% Male (a non-traditional occupation for women)
92% Non-Union

State Outlook

Information not available

Where the Jobs Are

This occupation is found at Advertising Firms (SIC 7311), Internet Service Providers, (SIC 7375), Colleges and Universities (SIC 8221), Pre-packaged Software (SIC 7371), and other various industries

Related DOT codes

Unavailable

California Occupational Guide Number

559

Training Providers (Refer to Appendix E for Contact Information)

California Polytechnic State University
Programs: *Computer Engineering*
Computer Science
Design and Visual Communications

Cuesta College
Programs: *Computer and Information Sciences, General*
Computer Engineering

MacTeacher
Programs: *Computer Programming*

Specialized Technical Education Program School
Programs: *Computer Programming*

Janitors and Cleaners – Except Maids & Housekeeping Cleaners

OES 670050

15 Firms Responded

379 Jobs Represented

Job Description

Janitors and Cleaners (except Maids and Housekeeping Cleaners) keep buildings in clean and orderly condition. They perform heavy cleaning duties, such as operating motor-driven cleaning equipment, mopping floors, washing walls and glass, and removing rubbish. They may have additional duties and responsibilities, such as tending furnace and boiler, performing routine maintenance activities, notifying management of need for repairs and additions, and cleaning snow or debris from sidewalk.

Common Job Titles

Custodians and Janitors

Wages and Benefits

Non-Union Wages

	<u>Range</u>	<u>Median</u>
New hires, no experience	\$6.50 – \$7.00	\$7.00
New hires, experienced	\$6.50 – \$8.00	\$7.50
3+ years with firm	\$7.00 – \$10.00	\$8.50

Other forms of compensation paid by a few employers include bonuses ranging from an additional \$0.05 to \$0.10 per hour.

Union Wages

	<u>Range</u>	<u>Median</u>
New hires, no experience	\$9.43 – \$12.28	\$11.25
New hires, experienced	\$9.43 – \$12.37	\$11.36
3+ years with firm	\$9.91 – \$13.88	\$12.60

Other forms of compensation paid by some employers include shift differentials ranging from an additional \$0.84 to \$1.02 per hour.

Benefits

	<u>Employer Pays All</u>		<u>Shared Cost</u>	
	FT	PT	FT	PT
Medical Insurance:	27%	0%	33%	27%
Dental Insurance:	20%	0%	33%	27%
Vision Insurance:	20%	0%	33%	27%
Life Insurance:	20%	0%	0%	7%
Paid Sick Leave:	60%	20%	0%	0%
Paid Vacation:	60%	20%	0%	7%
Retirement Plan:	40%	13%	13%	20%
Child Care:	7%	0%	0%	0%

Unionization

53% Union

Hours

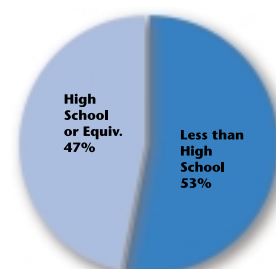
Most (71%) employees in this occupation work full time – 40 hours/week, weighted average, some work part time – 19 hours/week, weighted average, and a few work temporary – 26 hours/week, weighted average.

Shifts

Most (67%) responding employers offer day shifts, many offer graveyard shifts, and some offer swing and evening shifts.

Employer Requirements

Minimum Level of Education Required



Experience in the Occupation

Required	13%
Not Required	33%
Preferred	54%

Most responding employers require or prefer an average of 7 months of prior work experience. Almost all (80%) responding employers accept experience in other occupations, such as Maintenance Workers or Housekeepers, to meet their minimum requirement.

Training as a Substitute for Previous Work Experience

Yes	70%
No	30%

Technical or Vocational Training

Required	0%
Not Required	93%
Preferred	7%

A few responding employers prefer one month of commercial cleaning training.

Janitors and Cleaners – Except Maids & Housekeeping Cleaners

Researched in 2001

Skills Information

Skills in: tile repair, window washing, and understanding of cleaning compounds and solutions;
Ability to: operate floor polishing equipment and work independently

Computer software skills were not sought by a significant amount of employers.

Employment Trends

Supply & Demand Assessment

Almost all (86%) employers found hiring inexperienced qualified applicants not difficult, weighted average. A few (14%) employers found hiring experienced qualified applicants to be very difficult, weighted average.

In the last 12 months, percentage of firms whose employment in this occupation:

Declined	7%
Remained Stable	53%
Grew	40%

Sources of Filled Vacancies:

Of the 123 positions filled in the last 12 months, 50% were hired to fill vacated positions, 24% were hired to fill temporary positions, 20% were hired to fill new positions, and 6% were hired to fill vacated positions due to promotions.

Turnover

19%

The four recruitment strategies most successfully used by employers include:

Newspaper Ads	80%
Employee Referrals	53%
In-house Promotion or Transfer	27%
Internet	27%

Occupation Size

Very Large (1,290 – 1,430)

Employee Profile

66% Male

34% Female

Where the Jobs Are

SIC 7011 – Hotels and Motels

SIC 7349 – Building Cleaning and Maintenance Services

SIC 8211 – Elementary and Secondary Schools

SIC 8221 – Colleges, Universities, and Professional Schools

SIC 8222 – Junior Colleges and Technical Institutes

Projections

1999 – 2006 Growth Rate:

Slower than average (10.9%)

Over the Next 24 Months:

Most (67%) employers expect employment in this occupation to remain stable and some (33%) employers expect employment in this occupation to grow.

Other Relevant Information

Promotional Opportunities

Most (67%) employers promote their employees to higher level positions, such as: Lead Custodians, Supervisors, and Managers.

Skills Important for Career Advancement

Dependability, communication, and supervisory skills

State Outlook

Between 1998 and 2008, this occupation is expected to grow 16.5% while the total growth for all the occupations is expected to grow 23.6% during this period in California.

Related DOT Codes

See Appendix A

California Occupational Guide Number

88

Training Providers (Refer to Appendix E for Contact Information)

Cuesta College

Programs: *Building/Property Maintenance and Manager*

Lab Technicians – Winery

NON-OES 029.261-999

7 Firms Responded
16 Jobs Represented

Job Description

Lab Technicians – Winery work under close supervision, conducting and analyzing laboratory/quality control tests as prescribed by company procedure and, when applicable, ensures compliance with State and Federal regulations. This is the entry-level position.

Common Job Titles

Lab Technician

Wages and Benefits

Non-Union Wages

	Range	Median
New hires, no experience	\$7.00 – \$11.03	\$8.75
New hires, experienced	\$7.00 – \$12.00	\$10.00
3+ years with firm	\$7.00 – \$14.38	\$13.00

Other forms of compensation paid by a few employers include bonuses ranging from an additional \$.44 to \$.54 per hour. We are not including wages for employees of firms who do these duties for this occupation considerably less than 50% of the time.

Benefits

	Employer Pays All		Shared Cost	
	FT	PT	FT	PT
Medical Insurance:	43%	0%	43%	0%
Dental Insurance:	29%	0%	43%	0%
Vision Insurance:	14%	0%	29%	0%
Life Insurance:	43%	0%	14%	0%
Paid Sick Leave:	57%	0%	0%	0%
Paid Vacation:	86%	0%	0%	0%
Retirement Plan:	14%	0%	43%	0%
Child Care:	0%	0%	0%	0%

Unionization

100% Non-Union

Hours

Almost all (81%) employees in this occupation work full time – 40 hours/week, weighted average while the temporary seasonal employees work 38 hours/week, weighted average.

Shifts

All employees (100%) work the day shift, while a few employees work extra hours during the wine-harvesting season.

Employer Requirements

Minimum Level of Education Required

High School or Equivalent	71%
Associate Degree	14%
Bachelor Degree	14%

Job Required Training

Required	43%
Not Required	14%
Preferred	43%

Technical or vocational training is required by some (43%) employers and preferred by some (43%) employers with an average of 4 months in lab or chemistry science.

Training as a Substitute for Previous Work Experience

Yes	67%
No	33%

Experience Required

Required	14%
Not Required	14%
Preferred	71%

All (100%) responding employers accept experience in other occupations to meet their minimum requirement.

The employers who seek work experience require between three months and two years of previous work experience in a related field.

Skills Information

Attention to detail, flexibility, lab analysis skills, and organizational skills

Computer software skills sought by responding employers include word processing (71%), spreadsheet (100%), database (29%), and skills using computers such as AS/400s.

Employment Trends

Supply & Demand Assessment

Degree of difficulty in finding qualified applicants:

The surveyed employers indicate that it is moderately difficult to find both inexperienced and fully experienced qualified applicants.

The three recruitment strategies most successfully used by employers include:

Newspaper Ads	71%
Employee Referrals	57%
Colleges/Universities	57%

Turnover

19%

Occupation Size

The information is not available for non-OES occupations.

Employee Profile

56% Female

44% Male

Where the Jobs Are

SIC 2084 – Wineries

Projections

Growth Rate: The information is not available for non-OES occupations.

In the last 12 months, percentage of firms whose employment:

Declined	0%
Remained Stable	57%
Grew	43%

Source of Filled Vacancies:

Of the 10 positions filled in the past 12 months, 10% were hired to fill positions vacated by promoted individuals, 20% were hired to fill vacated positions, 50% were hired to fill new positions, and 20% were hired to fill temporary positions.

Next 24 Months:

Employment in this occupation is not expected to decline. Many employers (57%) stated that they expected employment in this occupation to remain stable, while many (43%) expect employment to grow.

Other Relevant Information

Career Track

Almost all employers (86%) promote their employees to higher level positions such as Senior Lab Tech, Lab Manager, Cellar Master/Foreman, and Ecologist/Winemaker. In smaller firms it is not uncommon for owners/winemakers to do this job.

Skills Important for Career Advancement

Management skills, team oriented attitude, analytical skills, and experience

State Outlook

The information is not available for non-OES occupations.

Related DOT Codes

Unavailable

Training Providers (Refer to Appendix E for Contact Information)

California Polytechnic State University
Programs: *Crop Production Operations and Management*

Cuesta College
Programs: *Crop Production Operations and Management*

Laborers, Landscaping and Groundskeeping

OES 790410

16 Firms Responded
164 Jobs Represented

Job Description

Landscaping and Groundskeeping Laborers landscape and/or maintain grounds of property using hand or power tools or equipment. Laborers may work in nursery facility or at customer location. Workers typically perform a variety of tasks, which may include any combination of the following; sod laying, mowing, trimming, planting, watering, fertilizing, digging, raking, and sprinkler installation. Workers may help brick and stone masons.

Common Job Titles

Groundworker, Groundskeeper, and
Landscape/Parks Maintenance

Wages and Benefits

Non-Union Wages

	Range	Median
New hires, no experience	\$5.75 – \$7.00	\$6.25
New hires, experienced	\$6.00 – \$9.00	\$7.75
3+ years with firm	\$7.00 – \$14.00	\$10.00

Union Wages

	Range	Median
New hires, no experience	\$9.76 – \$10.94	\$10.35
New hires, experienced	\$10.25 – \$13.89	\$11.32
3+ years with firm	\$11.30 – \$15.53	\$12.81

Benefits

	Employer Pays All		Shared Cost	
	FT	PT	FT	PT
Medical Insurance:	25%	0%	44%	6%
Dental Insurance:	19%	0%	25%	0%
Vision Insurance:	31%	0%	13%	0%
Life Insurance:	19%	0%	6%	0%
Paid Sick Leave:	44%	0%	6%	0%
Paid Vacation:	81%	0%	6%	0%
Retirement Plan:	19%	0%	25%	0%
Child Care:	0%	0%	0%	0%

Other benefits offered include free uniforms.

Unionization

75% Non-Union
25% Union

Hours

Most (72%) employees in this occupation work full time – 40 hours/week, weighted average while part time employees (12%) work 27 hours/week, weighted average, temporary on call

employees (8%) work 40 hours/week weighted average, and temporary seasonal employees work 32 hours/week weighted average.

Shifts

Almost all employees work the day shift, while a few employees work swing shifts.

Employer Requirements

Minimum Level of Education Required

Less Than High School	31%
High School or Equivalent	63%
Associate Degree	6%

Job Required Training

Required	6%
Not Required	69%
Preferred	25%

Technical or vocational training preferred by some (25%) responding employers includes an average of 9 months in irrigation technical work and landscaping courses.

Training as a Substitute for Previous Work Experience

Yes	45%
No	55%

Experience Required

Required	13%
Not Required	31%
Preferred	56%

Most (64%) of responding employers accept experience in other occupations to meet their minimum requirement.

The employers who seek work experience require three months to two years of previous work experience in a related field.

Skills Information

Ability to: work hard, do groundskeeping work well, work with others, show responsibility and dependability

New skills sought by employers were handling and operating maintenance equipment and working well with people.

Computer software skills were not sought by almost all employers, however a few noted that skills using designing software such as AutoCAD were useful.

Employment Trends

Supply & Demand Assessment

Degree of difficulty in finding qualified applicants:

The surveyed employers indicate that it is moderately difficult to find inexperienced applicants but it is not difficult to find fully experienced qualified applicants.

The three recruitment strategies most successfully used by employers include:

Newspaper Ads	69%
Employee Referrals	75%
Walk-In Applicants	75%

Turnover

15%

Occupation Size

Very Large (1,380 – 1,560)

Employee Profile

9% Female
91% Male

Where the Jobs Are

SIC 0781 Landscape Counseling and Planning
SIC 0782 Lawn and Garden Services
SIC 9512 Land, Mineral, Wildlife, and Forest Conservation

Projections

Growth Rate: Average (13.0%)

In the last 12 months, percentage of firms whose employment:

Declined	0%
Remained Stable	56%
Grew	44%

Source of Filled Vacancies:

Of the 65 positions filled in the past 12 months, 9% were hired to fill positions vacated by individuals who were promoted, 29% were hired to fill vacated positions, 26% were hired to fill new positions, and 35% were hired to fill temporary positions.

Next 24 Months:

Employment in this occupation is not expected to decline. Half of the employers (50%) stated that they expected employment in this occupation to remain stable, while the other half (50%) expect employment to grow.

Other Relevant Information

Career Track

Almost all employers (94%) promote their employees to higher level positions such as Maintenance Crew Leader, Foreperson, Superintendent, Grounds Supervisor, and Area Manager.

Skills Important for Career Advancement

Employers indicated that they were looking for problem solving skills, above average performance, good client interaction, and trouble shooting skills.

State Outlook

Between 1998 and 2008, this occupation is expected to grow 32.1% while the total growth for all the occupations is expected to grow 23.6% during this period in California.

Related DOT Codes

Unavailable

Training Providers (Refer to Appendix E for Contact Information)

California Polytechnic State University
Programs: *Ornamental Horticulture Operations and Management*

Coast Union High/ROP
Programs: *Ornamental Horticulture Operations and Management*

Cuesta College
Programs: *Horticulture Science*

Laundry and Dry-Cleaning Machine Operators and Tenders – Except Pressing

OES 927260

15 Firms Responded
77 Jobs Represented

Job Description

Laundry and Dry-Cleaning Machine Operators and Tenders - except Pressing operate or tend washing or dry-cleaning machines to clean or dry-clean commercial, industrial, or household articles, such as suede, leather, and cloth garments, furs, blankets, draperies, fine linens, rugs, and carpets.

Common Job Titles

Laundry Attendant, Laundry Assistant, and Laundry Worker

Wages and Benefits

Non-Union Wages

	Range	Median
New hires, no experience	\$5.75 – \$6.50	\$6.25
New hires, experienced	\$5.75 – \$9.00	\$6.50
3+ years with firm	\$6.25 – \$10.50	\$7.50

Other forms of compensation paid by a few employers comes in the form of commissions with a range of approximately \$1.15 per hour.

Benefits

	Employer Pays All		Shared Cost	
	FT	PT	FT	PT
Medical Insurance:	33%	0%	53%	7%
Dental Insurance:	13%	0%	33%	7%
Vision Insurance:	0%	0%	20%	0%
Life Insurance:	20%	0%	27%	0%
Paid Sick Leave:	47%	7%	0%	0%
Paid Vacation:	80%	13%	7%	0%
Retirement Plan:	13%	7%	20%	0%
Child Care:	0%	0%	0%	0%

Other benefits offered include free meals.

Unionization

100% Non-Union

Hours

Most employees in this occupation work full time – 39 hours/week, weighted average while the part time employees work 27 hours/week, weighted average, and seasonal employees work 40 hours/week, weighted average.

Shifts

Almost all employees work the day shift, some employees work swing shifts, and a few work the graveyard shift.

Employer Requirements

Minimum Level of Education Required

Less Than High School	60%
High School or Equivalent	40%

Job Required Training

Required	0%
Not Required	93%
Preferred	7%

Technical or vocational training preferred by few responding employers includes an average of 7 months in general vocational training.

Training as a Substitute for Previous Work Experience

Yes	83%
No	17%

Experience Required

Required	7%
Not Required	60%
Preferred	33%

Most (67%) of responding employers accept experience in other occupations to meet their minimum requirement.

The employers who seek work experience require three to twelve months of previous work experience in a related field.

Skills Information

Employers indicate that they are looking for responsible individuals who are friendly and have good attention to detail.

New skills sought by a few employers were book-keeping, supervisory skills and bilingual language skills.

Computer software skills were not reported to be important by almost all employers. A few firms indicated that spreadsheet skills were desirable.

Laundry and Dry-Cleaning Machine Operators and Tenders – Except Pressing

Researched in 2000

Employment Trends

Supply & Demand Assessment

Degree of difficulty in finding qualified applicants:

The surveyed employers indicate that it is very difficult to find fully experienced qualified applicants while it is only moderately difficult to find inexperienced applicants.

The three recruitment strategies most successfully used by employers include:

Newspaper Ads	73%
Employee Referrals	73%
Walk-In Applicants	73%

Turnover

25%

Occupation Size

Small (80 – 90)

Employee Profile

82% Female

18% Male

Where the Jobs Are

SIC 7011 Hotels and Motels

SIC 7212 Agents for Laundries and Dry Cleaners

SIC 7215 Coin-Operated Laundries and
Dry Cleaning

Projections

Growth Rate: Average (12.5%)

In the last 12 months, percentage of firms
whose employment:

Declined	0%
Remained Stable	80%
Grew	20%

Source of Filled Vacancies:

Of the 23 positions filled in the past 12 months, 4% were hired to fill positions vacated by individuals who were promoted, 78% were hired to fill vacated positions, and 17% were hired to fill new positions.

Next 24 Months:

Employment in this occupation is not expected to decline. Almost all employers (80%) stated that they expected employment in this occupation to remain stable, while some (20%) expect employment to grow.

Other Relevant Information

Career Track

Most employers (87%) promote their employees to higher level positions such as Assistant Housekeeper, Supervisor, and Manager.

Skills Important for Career Advancement

Team work, people skills, bilingual language skills, leadership and motivational skills

State Outlook

Between 1998 and 2008, this occupation is expected to grow 20.4% while the total growth for all the occupations is expected to grow 23.6% during this period in California.

Related DOT Codes

See Appendix A

Training Providers (Refer to Appendix E for Contact Information)

Unavailable

Legal Secretaries

OES 551020

15 Firms Responded
43 Jobs Represented

Job Description

Legal Secretaries prepare legal papers and correspondence of a legal nature, such as summonses, complaints, motions, and subpoenas. They must be familiar with legal terminology, procedures and documents, as well as legal research, and may review law journals and other legal publications to identify court decisions pertinent to pending cases and submit articles to company officials.

Common Job Titles

Legal Assistant

Employment Trends

Occupation Size: Medium (140 – 160)

Growth Rate: Slower than average (14.3%)

Labor Supply & Demand Assessment

Degree of difficulty in finding qualified applicants:

Of the firms that employ inexperienced workers in this occupation, most indicate it is moderately difficult to find qualified applicants. Most responding employers indicate it is moderately difficult to find fully experienced, qualified applicants.

Local Outlook

Employer demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times, and applicants may find little competition in their job search.

Almost all (93%) respondents expect employment in this occupation to remain stable over the next three years.

Source of Filled Vacancies

Of the 12 positions filled in the past 12 months, 67% were hired to fill vacated positions, 17% were hired to fill temporary positions, 8% were hired due to promotions, and 8% were hired to fill new positions.

Employer Requirements

Skills and Qualifications Reported as Very Important

Ability to: work under pressure, perform routine, repetitive work, learn continuously and work well independently and as part of a team; Skills in: English grammar and spelling, legible handwriting, verbal communication and speaking, reading and comprehension, and listening skills; Other: clean and neat appearance

New Skills sought by some (33%) responding employers include: legal terminology and local court rules, transcribing equipment, mail machine, legal research, document formatting, and service.

Computer Software Skills sought by all responding employers include word processing (100%), database (33%), and other (13%) such as legal research and legal forms software.

Skills Important for Career Advancement

People skills and Paralegal Certificate

Minimum Level of Education Required

High School or equivalent	93%
Associate degree	7%

Job Required Training

<u>Required</u>	<u>Preferred</u>	<u>Not Required</u>
13%	40%	47%

Technical or vocational training sought by responding employers includes 6-12 months of legal office work.

Training Accepted in Lieu of Experience

<u>Yes</u>	<u>No</u>
13%	40%

Experience Required

<u>Required</u>	<u>Preferred</u>	<u>Not Required</u>
53%	40%	7%

Responding employers that require or prefer prior work experience seek an average of 16 months.

Many (50%) responding employers accept experience in other occupations in meeting their minimum requirements.

Wages and Benefits**Non-Union Wages**

	<u>Range</u>	<u>Median</u>
New hires, no experience	\$5.75 – \$11.99	\$7.50
New hires, experienced	\$8.00 – \$14.38	\$10.00
3+ years with firm	\$11.51 – \$16.78	\$12.70

Benefits

	<u>Employer Pays All</u>		<u>Shared Cost</u>	
	FT	PT	FT	PT
Paid Vacation	93%	7%	0%	0%
Medical Insurance	87%	7%	7%	0%
Paid Sick Leave	80%	7%	0%	0%
Retirement Plan	60%	0%	7%	0%
Life Insurance	40%	0%	7%	0%
Dental Insurance	30%	0%	7%	0%
Vision Insurance	27%	0%	7%	0%

Hours

Most (67%) covered employees in this occupation work full time – 39 hours/week, weighted average, while some others (43%) work part-time – 16 hours/week, weighted average. Almost all employees work the day shift.

Recruitment Strategies**The three recruitment strategies most successfully used by employers include:**

Newspaper Ads	87%
Employee Referrals	53%
Walk-In Applicants	33%

Other Relevant Information**Career Track**

Most (67%) of the responding employers do not promote their Legal Secretaries.

Employee Profile

98% Female
100% Non-Union

State Outlook

This occupation is considered to be one of the fifty occupations with the fastest job growth in California between 1990-2005. A growth rate of 55% is projected during this 15 year time period, with the addition of over 19,000 new jobs.

Where the Jobs Are

Legal Services (SIC 8111) and Local Government (SIC 9131)

Related DOT codes

See Appendix A

California Occupational Guide Number

172

Training Providers (Refer to Appendix E for Contact Information)

Atlas Computer Centers
Programs: *Executive Assistant/Secretary*

California Polytechnic State University, Extended Studies
Programs: *Paralegal/Legal Assistant*

Career Training Center
Programs: *Administrative Assistant/Secretarial Science, General*

Cuesta College
Programs: *Administrative Assistant/Secretarial Science, General
Legal Administrative Assistant/Secretary*

Huffman Institute
Programs: *Administrative and Secretarial Services, Other*

Specialized Technical Education Program School
Programs: *Paralegal/Legal Assistant*

Licensed Vocational Nurses

OES 325050

15 Firms Responded
136 Jobs Represented

Job Description

Licensed Vocational Nurses care for ill, injured, convalescent, and handicapped persons in hospitals, clinics, private homes, sanitariums, and similar institutions.

Common Job Titles

LVN and Charge Nurse

Employment Trends

Occupation Size: Large (234 – 272)

Growth Rate: Average (16%)

Labor Supply & Demand Assessment

Degree of difficulty in finding qualified applicants:

Almost all firms that employ inexperienced workers indicate it is moderately difficult to find applicants. Of the firms that require prior work experience, most find it moderately difficult, or very difficulty to find qualified applicants, while many others report no difficulty.

Local Outlook

Employer demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times. Applicants may find little competition in their job search.

Most (73%) respondents expect employment in this occupation to remain stable over the next two years, while some (27%) expect it to grow.

Source of Filled Vacancies

Of the 18 positions filled in the past 12 months, 61% were hired to fill vacated positions, 22% were hired to fill temporary positions, and 17% were hired to new positions.

Employer Requirements

Skills and Qualifications Reported as Very Important

Ability to: work well independently and to continually learn; Skills in: listening skills and verbal communication/speaking

New Skills sought by a few (13%) responding employers include education required to obtain a state license, bilingual skills, and safety training/OSHA knowledge.

Computer Software Skills sought by responding employers include word processing (20%), spreadsheet (13%), and medical software (7%).

Skills Important for Career Advancement

Computer, management, knowledge of budget practice, public relations and good communication

Minimum Level of Education Required

High School or equivalent	60%
Associate degree	40%

Job Required Training

<u>Required</u>	<u>Preferred</u>	<u>Not Required</u>
93%	0%	7%

A state license is required for this occupation. Employers report that an average of 11 months of training is needed.

Training Accepted in Lieu of Experience

<u>Yes</u>	<u>No</u>
42%	58%

Experience Required

<u>Required</u>	<u>Preferred</u>	<u>Not Required</u>
53%	27%	20%

Most responding employers require an average of 12 months prior work experience.

Some (27%) responding employers accept experience in other occupations in meeting their minimum requirements.

Wages and Benefits

Non-Union Wages

	<u>Range</u>	<u>Median</u>
New hires, no experience	\$11.00 – \$13.00	\$12.00
New hires, experienced	\$11.00 – \$15.00	\$13.50
3+ years with firm	\$12.50 – \$18.00	\$15.10

Union wages fall within these ranges as well.

Note: the wages above exclude “outliers,” wages that are significantly higher or lower than what is reported by almost all employers.

Benefits

	<u>Employer Pays All</u>		<u>Shared Cost</u>	
	FT	PT	FT	PT
Paid Sick Leave	67%	33%	13%	0%
Paid Vacation	60%	27%	20%	7%
Life Insurance	40%	13%	20%	7%
Retirement Plan	20%	7%	47%	20%
Medical Insurance	13%	0%	67%	27%
Dental Insurance	13%	6%	67%	27%
Vision Insurance	7%	0%	47%	13%

Hours

Many (44%) covered employees in this occupation work full-time – 39 hours/week, weighted average. Some (23%) work 32 hours/week, weighted average. Some others (22%) work part-time – 21 hours/week, weighted average, and a few (11%) work temporary/on-call – 15 hours/week, weighted average.

Almost all responding employers have a day shift, many employ for the swing and/or graveyard shift, and some have evening and weekend hours.

Recruitment Strategies

The three recruitment strategies most successfully used by employers include:

Newspaper Ads	87%
Employee Referrals	67%
Walk-In Applicants	53%

Other Relevant Information

Career Track

Many (47%) of the responding employers promote their LVNs to positions such as LVN Scheduler and Bookkeeper.

Employee Profile

85% Female
87% Non-Union

State Outlook

This occupation is expected to grow by approximately 25 % between 1993 - 2005, with an increase of 11,710 new positions and additional 12,620 openings created due to separations. Hospitals under pressure to lower costs are using LVNs in place of Registered Nurses. An increase in the aging population needing long-term care is also causing a demand for more LVNs.

Where the Jobs Are

Skilled Nursing Care Facilities (SIC 8051), Offices and Clinics of Medical Doctors (SIC 8011), Nursing and Personal Care NEC (SIC 8059), Psychiatric Hospitals (SIC 8063), Local Government (SIC 9030), General Medical and Surgical Hospitals (SIC 8062), and Home Health Care Services (SIC 8062)

Related DOT codes

See Appendix A

California Occupational Guide Number

313

Training Providers (Refer to Appendix E for Contact Information)

Cuesta College
Programs: Nursing (R.N. Training)

Loan and Credit Clerks

OES 531210

17 Firms Responded
97 Jobs Represented

Job Description

Loan and Credit Clerks assemble documents, prepare papers, process applications, and complete transactions of individuals applying for loans and credit. Loan Clerks review loan papers to insure completeness; operate typewriters to prepare correspondence, reports, and loan documents from draft; and complete transactions between a loan establishment, borrowers, and sellers upon approval of loan. Credit Clerks interview applicants to obtain personal and financial data, determine credit worthiness, process applications, and notify customers of acceptance or rejection of credit. This category does not include Loan Interviewers.

Common Job Titles

Loan Processors, Loan Officers, Loan Clerks, and Loan Service Representatives

Wages and Benefits

Non-Union Wages

	Range	Median
New hires, no experience	\$6.47 – \$10.00	\$8.63
New hires, experienced	\$8.05 – \$14.38	\$10.88
3+ years with firm	\$9.21 – \$19.18	\$13.23

Other forms of compensation paid by a few employers include bonuses and incentives ranging from an additional \$.52 to \$4.24 per hour.

Benefits

	Employer Pays All		Shared Cost	
	FT	PT	FT	PT
Medical Insurance:	35%	0%	47%	24%
Dental Insurance:	24%	0%	53%	24%
Vision Insurance:	18%	0%	53%	24%
Life Insurance:	35%	18%	35%	0%
Paid Sick Leave:	65%	12%	18%	0%
Paid Vacation:	82%	18%	12%	0%
Retirement Plan:	18%	6%	41%	6%
Child Care:	0%	0%	12%	0%

Unionization

100% Non-Union

Hours

Almost all (92%) employees in this occupation work full time – 41 hours/week, weighted

average while the part time employees work 26 hours/week, weighted average.

Shifts

All employees (100%) work the day shift.

Employer Requirements

Minimum Level of Education Required

High School or Equivalent	88%
Associate Degree	0%
Bachelor Degree	12%

Job Required Training

Required	0%
Not Required	76%
Preferred	24%

Technical or vocational training preferred by some responding employers includes an average of 11 months in computer skills, and banking (such as loan processing knowledge, finance, and escrow).

Training as a Substitute for Previous Work Experience

Yes	75%
No	25%

Experience Required

Required	24%
Not Required	29%
Preferred	47%

Most (83%) of responding employers accept experience in other occupations to meet their minimum requirement.

The employers who seek work experience require one to four years of previous work experience in a related field.

Skills Information

Skills in: communication, customer service, computers, and accuracy

New skills sought by employers were analytical skills, understanding legal documents, interviewing skills, and loan software.

Computer software skills sought by responding employers include word processing (88%), spreadsheet (75%), database (25%), desktop publishing (6%), and other skills such as using the internet and banking software.

Employment Trends

Supply & Demand Assessment

Degree of difficulty in finding qualified applicants:

The surveyed employers indicate that it is moderately difficult to find both inexperienced and fully experienced qualified applicants.

The three recruitment strategies most successfully used by employers include:

Newspaper Ads	71%
Employee Referrals	71%
In-House Promotion or Transfer	76%

Turnover

18%

Occupation Size

Small (60)

Employee Profile

90% Female
10% Male

Where the Jobs Are

SIC 6022 – State Commercial Banks
SIC 6061/6062 – Credit Unions

Projections

Growth Rate: Remain Stable (0.0%)

In the last 12 months, percentage of firms whose employment:

Declined	6%
Remained Stable	71%
Grew	24%

Source of Filled Vacancies:

Of the 24 positions filled in the past 12 months, 17% were hired to fill positions vacated by individuals who were promoted, 54% were hired to fill vacated positions, and 29% were hired to fill new positions.

Next 24 Months:

Employment in this occupation is not expected to decline. Most employers (71%) stated that they expected employment in this occupation to remain stable, while some (29%) expect employment to grow.

Other Relevant Information

Career Track

Almost all employers (82%) promote their employees to higher level positions such as Branch Manager, Loan Officer, Specialist, and Supervisory positions.

Skills Important for Career Advancement

Excellent customer service, management skills, analytical skills, initiative, and the ability to do all the tasks associated with loan processing

State Outlook

Between 1998 and 2008, this occupation is expected to grow 10.1% while the total growth for all the occupations is expected to grow 23.6% during this period in California.

Related DOT Codes

See Appendix A

Training Providers (Refer to Appendix E for Contact Information)

California Polytechnic State University
Programs: *Financial Management and Services, Other*

San Luis Coastal Adult School
Programs: *Finance, General*

Maintenance Repairers – General Utility

OES 851320

17 Firms Responded
49 Jobs Represented

Job Description

General Utility Maintenance Repairers perform work involving two or more maintenance skills to keep the machines, mechanical equipment, and/or structure of an establishment in repair. This occupation is generally found in a small establishment where specialization in maintenance work is impractical. Their duties may involve pipefitting, boilermaking, insulating, welding, machining, machine and equipment repairing, carpentry, and electrical work, as well as planning and laying out of work relating to repairs; repairing electrical and/or mechanical equipment; installing, aligning and balancing new equipment; and repairing buildings, floors, or stairs.

Common Job Titles

Maintenance Technicians and Maintenance Workers

Wages and Benefits

All Employers Wages (Union and Non-Union)

	Range	Median
New hires, no experience	\$7.00 – \$13.98	\$7.50
New hires, experienced	\$9.00 – \$15.41	\$12.00
3+ years with firm	\$9.00 – \$20.07	\$15.50

Other forms of compensation paid by a few employers include bonuses ranging from an additional \$1.50 to \$1.61 per hour.

Benefits

	Employer Pays All		Shared Cost	
	FT	PT	FT	PT
Medical Insurance:	41%	0%	35%	6%
Dental Insurance:	29%	0%	24%	0%
Vision Insurance:	18%	0%	24%	0%
Life Insurance:	35%	0%	12%	0%
Paid Sick Leave:	76%	0%	0%	0%
Paid Vacation:	88%	6%	0%	0%
Retirement Plan:	35%	0%	12%	0%
Child Care:	0%	0%	0%	0%

Other benefits offered include short-term and long-term disability.

Unionization

94% Non-Union

Hours

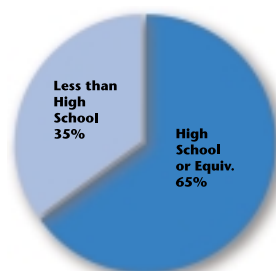
Almost all (80%) employees in this occupation work full time – 40 hours/week, weighted average, a few work part time – 21 hours/week, weighted average, and a few work temporary – 20 hours/week, weighted average.

Shifts

Almost all (94%) responding employers offer day shifts, some offer swing shifts, and a few offer graveyard shifts.

Employer Requirements

Minimum Level of Education Required



Experience in the Occupation

Required	71%
Not Required	18%
Preferred	11%

Almost all responding employers require or prefer an average of 23 months of prior work experience. Some (31%) responding employers accept experience in other occupations to meet their minimum requirement.

Training as a Substitute for Previous Work Experience

Yes	43%
No	57%

Technical or Vocational Training

Required	30%
Not Required	35%
Preferred	35%

Most responding employers require or prefer an average of 11 months of maintenance repair, heating, air conditioning, refrigeration, electrical, or mechanical training.

Maintenance Repairers – General Utility

Researched in 2001

Skills Information

Skills in: record keeping, carpentry, painting, welding, plumbing, and electrical; Ability to: read blueprints and operate power hand tools

Computer software skills were sought by a few employers in word processing, spreadsheet, and database programs.

Employment Trends

Supply & Demand Assessment

Some (29%) employers found hiring inexperienced qualified applicants to be moderately difficult, weighted average. Most (71%) employers found hiring experienced qualified applicants to be very difficult, weighted average.

In the last 12 months, percentage of firms whose employment in this occupation:

Declined	0%
Remained Stable	76%
Grew	24%

Sources of Filled Vacancies:

Of the 17 positions filled in the last 12 months, 65% were hired to fill vacated positions, 18% were hired to fill temporary positions, 12% were hired to fill new positions, and 5% were hired to fill positions due to promotions.

Turnover

26%

The three recruitment strategies most successfully used by employers include:

Newspaper Ads	82%
Employee Referrals	53%
In-house Promotion or Transfer	47%

Occupation Size

Very Large (980 – 1,120)

Employee Profile

92% Male
8% Female

Where the Jobs Are

SIC 6512 – Operators of Nonresidential Buildings
SIC 6513 – Operators of Apartment Buildings
SIC 6515 – Operators of Residential Mobile Home Sites
SIC 6531 – Real Estate Agents and Managers
SIC 7011 – Hotels and Motels
SIC 8222 – Junior Colleges and Technical Institutes

Projections

1999 – 2006 Growth Rate:
Slower than average (14.3%)

Over the Next 24 Months:

Most (76%) employers expect employment in this occupation to remain stable while some (24%) employers expect employment in this occupation to grow.

Other Relevant Information

Promotional Opportunities

Many (47%) employers promote their employees to higher level positions, such as: Assistant Managers, Supervisors, and Maintenance Managers.

Skills Important for Career Advancement

Electrical, mechanical, work effectively with others, and ability to manage a team

State Outlook

Between 1998 and 2008, this occupation is expected to grow 16.9% while the total growth for all the occupations is expected to grow 23.6% during this period in California.

Related DOT Codes

See Appendix A

California Occupational Guide Number

560

Training Providers (Refer to Appendix E for Contact Information)

Cuesta College
Programs: Building/Property Maintenance and Manager
Welder/Welding Technologist

Plumbers and Pipe Fitters Union Local 460
Programs: Plumber and Pipefitter
Welder/Welding Technologist

Managers, Personnel

NON-OES 166117999

15 Firms Responded
20 Jobs Represented

Job Description

Manager, Personnel plans and implements policies relating to all phases of personnel activity. Recruits, interviews, selects employees to fill vacant positions. Plans and conducts employee orientation. Keeps record of insurance coverage, pension plan, and personnel transactions. Conducts or may supervise: investigation of accidents and report preparation for insurance carrier; wage surveys, budget preparation of personnel operations. Writes separation notices and conducts exit interviews to determine reasons. Prepares reports and recommendations to reduce absenteeism and turnover. Represents company at personnel-related hearings and investigations. May: contract out to provide employee services; supervise clerical workers; administer pre-employment tests; keep records of employee characteristics for reporting purposes; negotiate collective bargaining agreement; or meet with shop stewards/supervisors to resolve grievances.

Common Job Titles

Human Resources Managers/Directors

Employment Trends

Occupation Size: Information not available

Growth Rate: Information not available

Labor Supply & Demand Assessment

Degree of difficulty in finding qualified applicants:

Most firms indicate it is moderately difficult to find fully experienced, qualified applicants. The few firms that employ inexperienced workers have no difficulty finding applicants.

Local Outlook

Employer demand is somewhat greater than the supply of fully experienced, qualified applicants. Employers may have some difficulty finding qualified applicants at times, and applicants may find little competition in their job search.

Most (73%) respondents expect employment in this occupation to remain stable over the next two years. Some (27%) expect growth.

Source of Filled Vacancies

Of the 8 positions filled in the past 12 months, 63% were hired to fill new positions, 25% were hired due to promotions, and 13% were hired to fill vacated positions.

Employer Requirements

Skills and Qualifications Reported as Very Important

Ability to: learn continually, work in a changing environment, and work well independently and as part of a team; Skills in: verbal communication and speaking, reading and comprehension, and listening

New Skills sought by many (40%) responding employers includes maintaining current legal knowledge related to employment and benefits.

Computer Software Skills sought by all responding employers include word processing (100%), spreadsheet (93%), database (71%), desktop publishing (29%), and other (7%).

Skills Important for Career Advancement

Continuing education, especially in employment law

Minimum Level of Education Required

Less than High School	7%
High School or equivalent	20%
Bachelor's degree	73%

Job Required Training

<u>Required</u>	<u>Preferred</u>	<u>Not Required</u>
20%	67%	13%

Technical or vocational training sought by many responding employers has an average of 13 months of human resources coursework.

Training Accepted in Lieu of Experience

<u>Yes</u>	<u>No</u>
29%	71%

Experience Required

<u>Required</u>	<u>Preferred</u>	<u>Not Required</u>
87%	7%	7%

Many (47%) responding employers indicated they require an average of 42 months prior work experience.

Most (64%) responding employers do not accept experience in other occupations in meeting their minimum requirements.

Wages and Benefits

Non-Union Wages

	<u>Range</u>	<u>Median</u>
New hires, no experience	\$10.65 – \$10.65	\$10.65
New hires, experienced	\$10.00 – \$19.18	\$15.00
3+ years with firm	\$13.00 – \$23.97	\$19.18

Benefits

	<u>Employer Pays All</u>		<u>Shared Cost</u>	
	FT	PT	FT	PT
Paid Vacation	87%	13%	13%	0%
Paid Sick Leave	73%	0%	20%	7%
Life Insurance	67%	0%	27%	7%
Medical Insurance	33%	0%	67%	13%
Dental Insurance	27%	0%	53%	7%
Retirement Plan	13%	0%	53%	13%
Vision Insurance	27%	0%	47%	13%
Other	13%	0%	0%	0%

Other benefits include long-term disability, food credits, business travel, and AD & D.

Hours

All covered employees in this occupation work full-time – 41 hours/week, weighted average.

Almost all firms have a day shift. A few have occasional evening and weekend hours.

Recruitment Strategies

The three recruitment strategies most successfully used by employers include:

Newspaper Ads	80%
In-house Promotion or Transfer	40%
Employee Referrals	33%

Other Relevant Information

Career Track

Most (53%) of the responding employers promote their Personnel Managers to a higher level management position.

Employee Profile

70% Female
100% Non-Union

State Outlook

Information not available

Where the Jobs Are

This occupation is found in a wide variety of industries such as manufacturing firms, department stores, and colleges and universities. Specific SIC data is not available.

Related DOT codes

See Appendix A

California Occupational Guide Number

none

Training Providers (Refer to Appendix E for Contact Information)

California Polytechnic State University
Programs: *Human Resources Management*
Management Science
Organizational Behavior Studies

University of La Verne
Programs: *Organizational Behavior Studies*

California Polytechnic State University, Extended Studies
Programs: *Human Resources Management*

Marketing, Advertising, and Public Relations Managers

OES 130110

16 Firms Responded

25 Jobs Represented

Job Description

Marketing, Advertising, and Public Relations Managers formulate marketing policies, direct sales activities, and plan, organize, and direct advertising and public relations activities for a department, an entire organization, or on an account basis.

Common Job Titles

Marketing Managers, Public Relations Managers, and Account Managers

Wages and Benefits

Non-Union Wages

	<u>Range</u>	<u>Median</u>
New hires, no experience	Insufficient Data	
New hires, experienced	\$10.00 – \$23.01	\$15.13
3+ years with firm	\$11.00 – \$28.77	\$16.92

Other forms of compensation paid by some employers include bonuses and commissions ranging from an additional \$0.96 to \$8.63 per hour.

Benefits

	<u>Employer Pays All</u>		<u>Shared Cost</u>	
	FT	PT	FT	PT
Medical Insurance:	44%	0%	50%	0%
Dental Insurance:	31%	0%	38%	0%
Vision Insurance:	19%	0%	31%	0%
Life Insurance:	50%	0%	19%	0%
Paid Sick Leave:	100%	0%	0%	0%
Paid Vacation:	100%	0%	0%	0%
Retirement Plan:	44%	0%	25%	0%
Child Care:	0%	0%	0%	0%

Other benefits offered include cafeteria plans.

Unionization

100% Non-Union

Hours

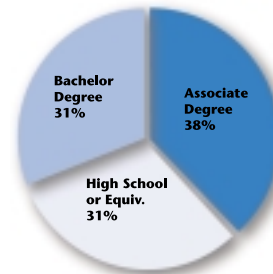
All (100%) employees in this occupation work full time – 42 hours/week, weighted average.

Shifts

All (100%) responding employers offer day shifts.

Employer Requirements

Minimum Level of Education Required



Experience in the Occupation

Required	81%
Not Required	6%
Preferred	13%

Almost all responding employers require or prefer an average of 30 months of prior work experience. Many (57%) responding employers accept experience in sales management, customer service or media related occupations, to meet their minimum requirement.

Training as a Substitute for Previous Work Experience

Yes	20%
No	80%

Technical or Vocational Training

Required	12%
Not Required	69%
Preferred	19%

Some responding employers require or prefer an average of 11 months of computer graphics, commercial advertising, marketing, or sales training.

Skills Information

Skills in: understanding labor relations practices and media; Ability to: analyze and use market research data and reports, meet deadlines, and maintain business relations

Computer software skills were sought by almost all employers in word processing programs, most employers sought computer software skills in spreadsheet programs, many employers sought

Marketing, Advertising, and Public Relations Managers

Researched in 2001

computer software skills in desktop publishing and database programs, and some employers sought computer software skills in Internet and business programs.

Employment Trends

Supply & Demand Assessment

A few (19%) employers found hiring inexperienced qualified applicants to be moderately difficult, weighted average. Almost all (81%) employers found hiring experienced qualified applicants to be very difficult, weighted average.

In the last 12 months, percentage of firms whose employment in this occupation:

Declined	0%
Remained Stable	100%
Grew	0%

Sources of Filled Vacancies:

Of the 5 positions filled in the last 12 months, 60% were hired to fill vacated positions and 40% were hired to fill positions due to promotions.

Turnover

20%

The three recruitment strategies most successfully used by employers include:

Newspaper Ads	80%
Employee Referrals	67%
In-house Promotion or Transfer	40%

Occupation Size

Large (330 – 420)

Employee Profile

80% Female

20% Male

Where the Jobs Are

SIC 2084 – Wines, Brandy, and Brandy Spirits

SIC 4833 – Television Broadcasting Stations

SIC 5182 – Wine and Distilled Alcoholic Beverages

SIC 6732 – Educational, Religious, and Charitable Trusts

SIC 7011 – Hotels and Motels

SIC 7311 – Advertising Agencies

SIC 8611 – Business Associations

SIC 8748 – Business Consulting Services

Projections

1999 – 2006 Growth Rate:

Must faster than average (27.3%)

Over the Next 24 Months:

Almost all (88%) employers expect employment in this occupation to remain stable and a few (12%) employers expect employment in this occupation to grow.

Other Relevant Information

Promotional Opportunities

Many (50%) employers promote their employees to higher level positions, such as: Sales Managers, General Managers, Directors, and Vice Presidents.

Skills Important for Career Advancement

Creativity, leadership, problem solving, product knowledge, motivation, and communication skills

State Outlook

Between 1998 and 2008, this occupation is expected to grow 28.8% while the total growth for all the occupations is expected to grow 23.6% during this period in California.

Related DOT Codes

See Appendix A

California Occupational Guide Number

276

Training Providers (Refer to Appendix E for Contact Information)

California Polytechnic State University

Programs: *Business Administration and Management, General Marketing Management and Research, Other Public Relations and Organizational Communications*

California Polytechnic State University, Extended Studies

Programs: *Marketing Management and Research, Other*

Cuesta College

Programs: *Business Administration and Management, General Marketing Operations/Marketing and Distribution, Other*

Huffman Institute

Programs: *Business Administration and Management, General Marketing Operations/Marketing and Distribution, Other*

University of La Verne

Programs: *Business Administration and Management, General*

Mechanical Engineers

OES 221350

16 Firms Responded
64 Jobs Represented

Job Description

Mechanical Engineers perform a variety of engineering work in the planning and designing of tools, engines, machines, and other mechanically functioning equipment; and oversee installation, operation, maintenance, and repair of such equipment, including centralized heat, gas, water, and steam systems. Please do not include Sales Engineers.

Common Job Titles

Design Engineers and Manufacturing Engineers

Employment Trends

Occupation Size: Small (41 – 56)

Growth Rate: Much faster than average (37%)

Labor Supply & Demand Assessment

Degree of difficulty in finding qualified applicants:

Many firms indicate it is moderately difficult to find fully-experienced, qualified applicants, while some others indicate it is very difficult. No firms seek inexperienced applicants.

Local Outlook

Employer demand is considerably greater than the supply of fully experienced, qualified applicants. Employers often cannot find qualified applicants when an opening exists. Applicants may find little or no competition in their job search.

Many (56%) respondents expect employment in this occupation to grow over the next two years, while many others (44%) expect it to remain stable.

Source of Filled Vacancies

Of the 19 positions filled in the past 12 months, 79% were hired to fill new positions, 16% were hired due to promotions, and 5% were hired to fill vacated positions.

Employer Requirements

Skills and Qualifications Reported as Very Important

Ability to work well in a team as well as independently and to learn continually; Skills in reading and comprehension, listening skills, verbal communication/speaking, basic and advanced math, critical thinking, and mechanical aptitude

New Skills sought by a few (19%) responding employers include communication and hands-on aptitude.

Computer Software Skills sought by responding employers include engineering-related programs such as computer aided design (CAD) and Solidworks (75%), word processing (63%), spreadsheet (63%), and database (38%).

Skills Important for Career Advancement

Mechanical aptitude, critical thinking, problem solving, communication, time management, customer focus, CAD, leadership, job knowledge, creativity, and judgment

Minimum Level of Education Required

High School or equivalent	6%
Bachelor's degree	94%

Job Required Training

<u>Required</u>	<u>Preferred</u>	<u>Not Required</u>
53%	13%	33%

Many responding employers indicate they require a Bachelor's Degree, generally in Mechanical Engineering.

Training Accepted in Lieu of Experience

<u>Yes</u>	<u>No</u>
19%	81%

Experience Required

<u>Required</u>	<u>Preferred</u>	<u>Not Required</u>
81%	19%	0%

Almost all responding employers require prior work experience averaging 42 months.

Many (47%) responding employers accept experience in other occupations, such as construction, in meeting their minimum requirements.

Mechanical Engineers

Researched in 1999

Wages and Benefits

Non-Union Wages

	<u>Range</u>	<u>Median</u>
New hires, no experience	\$12.00 – \$21.58	\$15.00
New hires, experienced	\$12.00 – \$26.85	\$21.45
3+ years with firm	\$13.00 – \$34.52	\$23.44

Benefits

	<u>Employer Pays All</u>		<u>Shared Cost</u>	
	FT	PT	FT	PT
Paid Vacation	81%	19%	13%	0%
Paid Sick Leave	75%	25%	13%	0%
Life Insurance	56%	13%	13%	0%
Medical Insurance	25%	6%	63%	6%
Retirement Plan	25%	6%	31%	0%
Vision Insurance	19%	6%	44%	0%
Dental Insurance	13%	6%	56%	6%

Hours

Almost all (98%) covered employees in this occupation work full-time – 42 hours/week, weighted average. A few employees (2%) work part-time – 20 hours/week, weighted average.

All employers have a day shift and a few offer a four, 10 hour day shift per week.

Recruitment Strategies

The three recruitment strategies most successfully used by employers include:

Newspaper Ads	75%
Employee Referrals	75%
Colleges and Universities	50%

Other Relevant Information

Career Track

Many (50%) of the responding employers promote their Mechanical Engineers to positions such as Project Engineer and Senior/Chief Mechanical Engineer.

Employee Profile

91% Male (this is a non-traditional occupation for women.)

100% Non-Union

State Outlook

This occupation is expected to grow by approximately 31% between 1993 – 2005, with an increase of 7,420 new positions and additional 7,740 openings created due to separations.

Where the Jobs Are

This occupation is found in a variety of industries such as Engineering Services (SIC 8711), Special Industrial Machinery (SIC 3559), Oil and Gas Field Machinery (SIC 3599), Plastic Products, NEC (SIC 3089), and others

Related DOT codes

See Appendix A

California Occupational Guide Number

5

Training Providers (Refer to Appendix E for Contact Information)

California Polytechnic State University

Programs: Mechanical Engineering

Mechanical Engineering/Mechanical Technology/Technician

Medical Assistants

OES 660050

15 Firms Responded
156 Jobs Represented

Job Description

Medical Assistants perform various duties under the direction of physicians in the examination and treatment of patients. They prepare treatment rooms, inventory supplies and instruments, and set up patients for attention of physician, handing instruments and materials to physician as directed. They may schedule appointments, keep medical records, or perform other clerical duties.

Common Job Titles

Ophthalmic Assistant and Back Office
(Medical Assistant)

Employment Trends

Occupation Size: Medium to Large (212 – 275)

Growth Rate: Much faster than average (30%)

Labor Supply & Demand Assessment

Degree of difficulty in finding qualified applicants:

Most firms indicate it is moderately difficult to find either fully-experienced or inexperienced applicants.

Local Outlook

Employer demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times, and applicants may find little competition in their job search.

Many (53%) respondents expect employment in this occupation to remain stable over the next two years, while many others (47%) expect it to grow.

Source of Filled Vacancies

Of the 54 positions filled in the past 12 months, 76% were hired to fill vacated positions, 17% were hired to fill new positions, and 7% were hired due to promotions.

Employer Requirements

Skills and Qualifications Reported as Very Important

Ability to: work well independently and as part of a team, work in a changing environment, learn continually, and work under pressure; Skills in: legible handwriting, reading and comprehension, listening, and verbal communication and speaking; Other: willingness to work overtime, trained in first aid and CPR, service oriented, and clean and neat appearance

New Skills sought by many (47%) responding employers include computer, front-office skills, communication, customer service, ophthalmic equipment (for that industry), X-Ray Tech, and use of ECG treadmills and event monitors.

Computer Software Skills sought by responding employers include word processing (40%), database (33%), and other (47%) such as medical office (billing and records) programs.

Skills and Qualifications Important for Career Advancement

Computer (continuous learning), management, budget, front-office procedure, full knowledge of Medical Assistant duties, flexibility, hard work and dedication, and full knowledge of equipment

Minimum Level of Education Required

Less than High School	7%
High School or equivalent	93%

Job Required Training

<u>Required</u>	<u>Preferred</u>	<u>Not Required</u>
29%	50%	21%

Technical or vocational training sought by most responding employers includes an average of 8 months in medical assisting.

Training Accepted in Lieu of Experience

<u>Yes</u>	<u>No</u>
64%	36%

Experience Required

<u>Required</u>	<u>Preferred</u>	<u>Not Required</u>
40%	53%	7%

Some responding employers require an average of 11 months prior work experience.

Most (69%) responding employers accept experience in other occupations such as medical receptionist in meeting their minimum requirements.

Wages and Benefits

Non-Union Wages

	<u>Range</u>	<u>Median</u>
New hires, no experience	\$5.75 – \$8.50	\$7.75
New hires, experienced	\$7.00 – \$10.00	\$8.50
3+ years with firm	\$9.00 – \$12.00	\$10.00

Note: the wages above exclude “outliers”: wages that are significantly higher or lower than what is reported by almost all employers.

Benefits

	<u>Employer Pays All</u>		<u>Shared Cost</u>	
	FT	PT	FT	PT
Paid Vacation	100%	47%	0%	0%
Paid Sick Leave	93%	40%	0%	0%
Medical Insurance	67%	7%	33%	13%
Retirement Plan	33%	7%	33%	13%
Life Insurance	33%	7%	0%	0%
Dental Insurance	13%	0%	33%	7%
Vision Insurance	13%	7%	0%	0%
Other	7%	0%	0%	0%

Hours

Almost all covered employees in this occupation work full-time – 39 hours/week, weighted average. A few work part-time – 29 hours/week, weighted average, or temporary/on call – 8 hours/week, weighted average.

Recruitment Strategies

The three recruitment strategies most successfully used by employers include:

Newspaper Ads	80%
Employee Referrals	47%
Walk-in Applicants	47%

Other Relevant Information

Career Track

Most (53%) of the responding employers promote their Medical Assistants to a higher level supervisory position.

Employee Profile

94% Female
100% Non-Union

State Outlook

The number of jobs for Medical Assistants is expected to grow more than twice as fast as the average for all jobs through 2005 because of expected growth in the health services industry. In fact, this is one of the fastest growing occupations in California.

Where the Jobs Are

Offices and Clinics of Medical Doctors (SIC 8011) and General Medical and Surgical Hospitals (SIC 8062)

Related DOT codes

See Appendix A

California Occupational Guide Number

513

Training Providers (Refer to Appendix E for Contact Information)

Career Training Center
Programs: *Medical Assistant*

Central California School of Continuing Education
Programs: *Medical Assistant*

Computer Training Network
Programs: *Medical Administrative Assistant/Secretary*

Cuesta College
Programs: *Medical Assistant*

Opportunities Unlimited
Programs: *Medical Administrative Assistant/Secretary*

Specialized Technical Education Program School
Programs: *Medical Administrative Assistant/Secretary*

Medical Records Technicians

OES 329110

16 Firms Responded
64 Jobs Represented

Job Description

Medical Records Technicians compile and maintain medical records of hospital and clinic patients.

Common Job Titles

Medical Records Clerks and Medical Receptionists

Wages and Benefits

Non-Union Wages

	Range	Median
New hires, no experience	\$7.00 – \$10.00	\$9.00
New hires, experienced	\$8.00 – \$13.00	\$10.25
3+ years with firm	\$8.00 – \$14.50	\$11.48

Benefits

	Employer Pays All		Shared Cost	
	FT	PT	FT	PT
Medical Insurance:	50%	0%	31%	0%
Dental Insurance:	13%	0%	38%	0%
Vision Insurance:	13%	0%	31%	0%
Life Insurance:	31%	0%	6%	0%
Paid Sick Leave:	69%	6%	6%	0%
Paid Vacation:	81%	6%	0%	0%
Retirement Plan:	19%	0%	25%	6%
Child Care:	6%	0%	6%	0%

Unionization

100% Non-Union

Hours

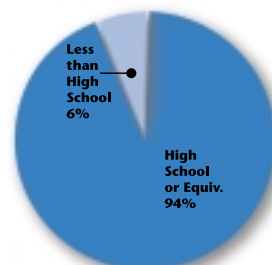
Most (69%) employees in this occupation work full time – 40 hours/week, weighted average and some (31%) employees work part time – 27 hours/week, weighted average.

Shifts

All (100%) responding employers offer day shifts.

Employer Requirements

Minimum Level of Education Required



Experience in the Occupation

Required	31%
Not Required	6%
Preferred	63%

Almost all responding employers require or prefer an average of 11 months of prior work experience. Most (67%) responding employers accept experience in other occupations, such as positions within the medical, dental, or office settings, to meet their minimum requirement.

Training as a Substitute for Previous Work Experience

Yes	60%
No	40%

Technical or Vocational Training

Required	13%
Not Required	75%
Preferred	12%

Some responding employers require or prefer an average of 5 months of computer or medical record administration training.

Skills Information

Skills in: transcription, analysis, understanding of medical terminology, and Medicare rules and regulations; Ability to: pay attention to detail and work under pressure

New skills sought by a few employers were Spanish language skills and knowledge of insurance benefits.

Computer software skills were sought by some employers in word processing, database, and medical practice management programs.

Medical Records Technicians

Researched in 2001

Employment Trends

Supply & Demand Assessment

Most (69%) employers found hiring inexperienced qualified applicants to be moderately difficult, weighted average. Some (31%) employers found hiring experienced qualified applicants to be moderately difficult, weighted average.

In the last 12 months, percentage of firms whose employment in this occupation:

Declined	0%
Remained Stable	81%
Grew	19%

Sources of Filled Vacancies:

Of the 22 positions filled in the last 12 months, 59% were hired to fill vacated positions, 23% were hired to fill vacated positions due to promotion, and 18% were hired to fill new positions.

Turnover

30%

The four recruitment strategies most successfully used by employers include:

Newspaper Ads	94%
Employee Referrals	69%
In-house Promotion and Transfer	25%
Walk-in Applications	25%

Occupation Size

Small (64*)

*Adjusted based on actual 2001 sample size (Jobs Represented)

Employee Profile

98% Female

2% Male

Where the Jobs Are

SIC 8011 – Offices and Clinics of Doctors of Medicine

SIC 8021 – Offices and Clinics of Dentists

SIC 8062 – General Medical and Surgical Hospitals

Projections

1999 – 2006 Growth Rate:

Faster than average (20%)

Over the Next 24 Months:

Most (75%) employers expect employment in this occupation to remain stable while some (25%) employers expect employment in this occupation to grow.

Other Relevant Information

Promotional Opportunities

Most (63%) employers promote their employees to higher level positions, such as: Coordinators and Supervisors.

Skills Important for Career Advancement

Medical billing, Dictaphone/Telephone, reliability, and detail-oriented

State Outlook

Between 1998 and 2008, this occupation is expected to grow 73.5% while the total growth for all the occupations is expected to grow 23.6% during this period in California.

Related DOT Codes

See Appendix A

California Occupational Guide Number

134

Training Providers (Refer to Appendix E for Contact Information)

Atlas Computer Centers

Programs: Medical Records Technology/Technician

Career Training Center

Programs: Medical Administrative Assistant/Secretary
Medical Assistant

Central California School of Continuing Education

Programs: Medical Assistant

Computer Training Network

Programs: Medical Administrative Assistant/Secretary

Cuesta College

Programs: Medical Assistant

Huffman Institute

Programs: Medical Records Administration

Opportunities Unlimited

Programs: Medical Administrative Assistant/Secretary

Specialized Technical Education Program School

Programs: Medical Administrative Assistant/Secretary
Medical Records Administration

University of La Verne

Programs: Health System/Health Services Administration

New Accounts Clerks

OES 531050

15 Firms Responded
104 Jobs Represented

Job Description

New Accounts Clerks interview persons desiring to open banking accounts. They explain banking services available to prospective customers, and assist them in preparing an application form.

Common Job Titles

Financial Service Representative, Member Services, Member Accounts Representative, and Customer Service Representative

Wages and Benefits

Non-Union Wages

	Range	Median
New hires, no experience	\$7.00 – \$8.63	\$7.50
New hires, experienced	\$7.00 – \$11.99	\$10.55
3+ years with firm	\$8.00 – \$13.23	\$12.00

Other forms of compensation paid by a few employers include bonuses and incentives ranging from an additional \$.58 to \$1.73 per hour.

Benefits

	Employer Pays All		Shared Cost	
	FT	PT	FT	PT
Medical Insurance:	47%	7%	53%	40%
Dental Insurance:	40%	7%	53%	40%
Life Insurance:	53%	13%	33%	20%
Paid Sick Leave:	73%	20%	20%	13%
Paid Vacation:	80%	27%	20%	13%
Retirement Plan:	33%	13%	47%	27%
Child Care:	0%	0%	0%	0%

Other benefits offered include long term disability.

Unionization

100% Non-Union

Hours

Almost all (88%) employees in this occupation work full time – 40 hours/week, weighted average while the part time employees work 28 hours/week, weighted average.

Shifts

Almost all employees work the day shift, while a few employees work swing shifts.

Employer Requirements

Minimum Level of Education Required

High School or Equivalent 100%

Job Required Training

Required	0%
Not Required	73%
Preferred	27%

Technical or vocational training preferred by some (27%) responding employers includes an average of 11 months in general vocational training.

Training as a Substitute for Previous Work Experience

Yes	77%
No	23%

Experience Required

Required	40%
Not Required	13%
Preferred	47%

Almost all (83%) of responding employers accept experience in other occupations to meet their minimum requirement.

The employers who seek work experience require six months to two years of previous work experience in a related field.

Skills Information

Skills in: customer service, communication, professionalism, interpersonal skills and analytical skills

New skills sought by employers were knowledge about Individual Retirement Accounts (IRA), computer skills and sales.

Computer software skills sought by responding employers include word processing (91%), spreadsheet (36%), database (18%), desktop publishing (9%), and other banking software such as Premier and Deposit Pro.

Employment Trends

Supply & Demand Assessment

Degree of difficulty in finding qualified applicants:

The surveyed employers indicate that it is moderately difficult to find both inexperienced and fully experienced qualified applicants.

The three recruitment strategies most successfully used by employers include:

Newspaper Ads	93%
Walk-In Applicants	53%
In-House Promotion or Transfer	93%

Turnover

20%

Occupation Size

Small to Medium (100 – 120)

Employee Profile

94% Female

6% Male

Where the Jobs Are

SIC 6022 – State Commercial Banks

SIC 6061/6062 – Credit Unions

Projections

Growth Rate: Much Faster than Average (20.0%)

In the last 12 months, percentage of firms whose employment:

Declined	0%
Remained Stable	67%
Grew	33%

Source of Filled Vacancies:

Of the 24 positions filled in the past 12 months, 25% were hired to fill positions vacated by individuals who were promoted, 63% were hired to fill vacated positions, and 13% were hired to fill new positions.

Next 24 Months:

Employment in this occupation is not expected to decline. Most employers (60%) stated that they expected employment in this occupation to remain stable, while many (40%) expect employment to grow.

Other Relevant Information

Career Track

Almost all employers (93%) promote their employees to higher level positions such as Assistant Manager, Operations Manager, Member Services Supervisor, and Senior Teller.

Skills Important for Career Advancement

Good customer service, cross selling ability, ability to manage multiple tasks, leadership, efficiency and accuracy

State Outlook

Between 1998 and 2008, this occupation is expected to grow 18.1% while the total growth for all the occupations is expected to grow 23.6% during this period in California.

Related DOT Codes

See Appendix A

Training Providers (Refer to Appendix E for Contact Information)

Huffman Institute

Programs: General Selling Skills and Sales Operations

Shoreline Occupational Services/Goodwill Industries

Programs: General Retailing Operations

General Selling Skills and Sales Operations

Nurse Aides

OES 660080

17 Firms Responded
376 Jobs Represented

Job Description

Nurse Aides work under the direction of nursing or medical staff to provide auxiliary services in the care of patients. They perform duties such as answering patients' call bells, serving and collecting food trays, and feeding patients. Nurse Aides may be called Assistants, Attendants, or Orderlies. Orderlies are primarily concerned with the care of male patients, setting up equipment, and relieving nurses of heavier work.

Common Job Titles

Nurse Aides, Residential Aides, Certified Nurse Assistants, and Caregivers

Wages and Benefits

All Employers Wages (Union and Non-Union)

	Range	Median
New hires, no experience	\$6.33 – \$8.00	\$7.50
New hires, experienced	\$6.90 – \$9.00	\$8.00
3+ years with firm	\$6.90 – \$11.00	\$9.00

Benefits

	Employer Pays All		Shared Cost	
	FT	PT	FT	PT
Medical Insurance:	12%	6%	41%	6%
Dental Insurance:	12%	6%	35%	6%
Vision Insurance:	6%	6%	29%	6%
Life Insurance:	12%	12%	18%	0%
Paid Sick Leave:	41%	12%	0%	0%
Paid Vacation:	59%	18%	0%	0%
Retirement Plan:	12%	12%	12%	0%
Child Care:	0%	0%	0%	0%

Unionization

94% Non-Union

Hours

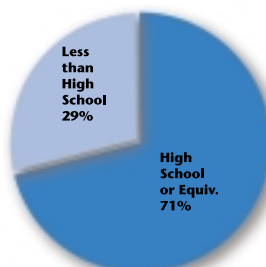
Most (77%) employees in this occupation work full time – 41 hours/week, weighted average, some work part time – 26 hours/week, weighted average, and a few work temporary – 19 hours/week, weighted average.

Shifts

All (100%) responding employers offer day shifts, almost all offer swing shifts, most offer graveyard shifts, and a few offer 12 or 24 hour shifts.

Employer Requirements

Minimum Level of Education Required



Experience in the Occupation

Required	24%
Not Required	47%
Preferred	29%

Many responding employers require or prefer an average of 6 months of prior work experience. Most (67%) responding employers accept experience in other related occupations to meet their minimum requirement.

Training as a Substitute for Previous Work Experience

Yes	78%
No	22%

Technical or Vocational Training

Required	18%
Not Required	76%
Preferred	6%

Some responding employers require or prefer an average of 6 months of nurse aid training.

Skills Information

Skills in: record keeping, understanding orthopedic care, asepsis, and surgical preparation procedures; Ability to: administer emergency First Aid, perform Cardiopulmonary Resuscitation (CPR), and handle crisis situations; Licenses: Certified Nursing Assistant (CNA)

Computer software skills were not sought by any employers.

Employment Trends

Supply & Demand Assessment

Most (76%) employers found hiring inexperienced qualified applicants to be moderately difficult, weighted average. Some (24%) employers found hiring experienced qualified applicants to be very difficult, weighted average.

In the last 12 months, percentage of firms whose employment in this occupation:

Declined	0%
Remained Stable	65%
Grew	35%

Sources of Filled Vacancies:

Of the 156 positions filled in the last 12 months, 84% were hired to fill vacated positions, 8% were hired to fill vacated positions due to promotions, 7% were hired to fill new positions, and 1% were hired to fill temporary positions.

Turnover

39%

The three recruitment strategies most successfully used by employers include:

Newspaper Ads	100%
Employee Referrals	47%
Walk-in Applications	41%

Occupation Size

Very Large (650 – 750)

Employee Profile

75% Female

25% Male

Where the Jobs Are

SIC 8011 – Offices and Clinics of Doctors of Medicine
SIC 8051 – Skilled Nursing Care Facilities
SIC 8052 – Intermediate Care Facilities
SIC 8062 – General Medical and Surgical Hospitals
SIC 8082 – Home Health Care Services
SIC 8361 – Residential Care

Projections

1999 – 2006 Growth Rate:

Average (15.4%)

Over the Next 24 Months:

Many (59%) employers expect employment in this occupation to remain stable, some (35%) employers expect employment in this occupation to grow, and a few (6%) employers expect employment in this occupation to decline.

Other Relevant Information

Promotional Opportunities

Many (53%) employers promote their employees to higher level positions, such as: Care Coordinators, Administrative Assistants, Medical Records Technicians, Licensed Vocational Nurses, Registered Nurses, Supervisors, Managers, and Directors.

Skills Important for Career Advancement

Nursing license, dependability, work ethic, organization, motivation, and multi-tasking

State Outlook

Between 1998 and 2008, this occupation is expected to grow 21.9% while the total growth for all the occupations is expected to grow 23.6% during this period in California.

Related DOT Codes

See Appendix A

California Occupational Guide Number

442

Training Providers (Refer to Appendix E for Contact Information)

Career Training Center
Programs: *Medical Assistant*

Cuesta College
Programs: *Medical Assistant*
Nurse Assistant/Aide

Central California School of Continuing Education
Programs: *Medical Assistant*

Office Managers

NON-OES 169167998

16 Firms Responded
23 Jobs Represented

Job Description

Office Managers coordinate activities of clerical personnel in the organization; analyzes and organizes office operations and procedures, such as typing, filing, preparation of payroll, requisition of supplies, and other clerical services. Evaluates office production, revises procedures, or devises new forms to improve efficiency of workflow. Establishes uniform correspondence procedures and style practices. Coordinates activities of various clerical departments or workers within the department. Reviews clerical and personnel records to ensure completeness, accuracy, and timeliness. May prepare organizational budget and monthly financial reports. May hire, train, and supervise clerical staff. May compile, store, and retrieve managerial data, using computer.

Common Job Titles

none

Employment Trends

Occupation Size: Information not available

Growth Rate: Information not available

Labor Supply & Demand Assessment

Degree of difficulty in finding qualified applicants:

Most firms indicate it is moderately difficult to find fully experienced, qualified applicants. Some find it very difficult. The few employers who hire inexperienced do not experience difficulty finding applicants.

Local Outlook

Employer demand is somewhat greater than the supply of fully-experienced, qualified applicants. Employers may have some difficulty finding qualified applicants at times, and applicants may find little competition in their job search.

Most (75%) respondents expect employment in this occupation to remain stable over the next two years.

Source of Filled Vacancies

Of the 10 positions filled in the past 12 months, 60% were hired to fill temporary positions, and 40% were hired to fill vacated positions.

Employer Requirements

Skills and Qualifications Reported as Very Important

Ability to: work in a changing environment, work under pressure, and learn continually; Skills in: writing, listening, and verbal communication/speaking

New Skills sought by some (25%) responding employers include learning the in-house computer system, computer network management, staff motivational skills, flexibility/adapting to changing regulations, and 10 key machine.

Computer Software Skills sought by responding employers include word processing (69%), spreadsheet (63%), database (50%), desktop publishing (25%), and other such as accounting or industry specific software (13%).

Skills and Qualifications Important for Career Advancement

Communication, organization, interpersonal, accounting, and supervision

Minimum Level of Education Required

Less than High School	6%
High School or equivalent	88%
Associate degree	6%

Job Required Training

<u>Required</u>	<u>Preferred</u>	<u>Not Required</u>
6%	25%	69%

Technical or vocational training sought by responding employers includes an average of 21 months in business school, bookkeeping/money management or computer.

Training Accepted in Lieu of Experience

<u>Yes</u>	<u>No</u>
38%	63%

Experience Required

<u>Required</u>	<u>Preferred</u>	<u>Not Required</u>
81%	19%	0%

Almost all responding employers require an average of 30 months prior work experience.

Most (62%) responding employers accept experience in other occupations in meeting their minimum requirements.

Wages and Benefits

Non-Union Wages

	<u>Range</u>	<u>Median</u>
New hires, no experience	\$7.00 – \$12.96	\$9.78
New hires, experienced	\$8.00 – \$14.96	\$10.18
3+ years with firm	\$10.00 – \$17.95	\$13.00

Benefits

	<u>Employer Pays All</u>		<u>Shared Cost</u>	
	FT	PT	FT	PT
Paid Vacation	81%	13%	6%	0%
Paid Sick Leave	63%	0%	6%	0%
Medical Insurance	44%	13%	31%	0%
Retirement Plan	44%	6%	13%	0%
Life Insurance	38%	13%	6%	0%
Dental Insurance	25%	6%	19%	0%
Vision Insurance	19%	0%	13%	0%

Hours

Most (65%) covered employees in this occupation work full-time – 41 hours/week, weighted average. Some (26%) work temporary – 35 hours/week, weighted average, and a few (9%) work part-time – 16 hours/week weighted average.

All employees work the day shift.

Recruitment Strategies

The three recruitment strategies most successfully used by employers include:

Newspaper Ads	86%
In-house Promotion or Transfer	64%
Employee Referrals	57%

Other Relevant Information

Career Track

Most (50%) of the responding employers promote their Office Managers to a higher level management position.

Employee Profile

91% Female
100% Non-Union

State Outlook

Information not available

Where the Jobs Are

This occupation is found in a wide variety of industries such as manufacturing firms, department stores, and colleges and universities. Specific SIC data is not available.

Related DOT codes

See Appendix A

California Occupational Guide Number

none

Training Providers (Refer to Appendix E for Contact Information)

Atlas Computer Centers

Programs: *Executive Assistant/Secretary*
General Office/Clerical and Typing Services

Career Training Center

Programs: *Administrative Assistant/Secretarial Science, General*

Computer Training Network

Programs: *General Office/Clerical and Typing Services*

Cuesta College

Programs: *Administrative Assistant/Secretarial Science, General*
Office Supervision and Management

Huffman Institute

Programs: *Administrative and Secretarial Services, Other*

Opportunities Unlimited

Programs: *General Office/Clerical and Typing Services*

Shoreline Occupational Services/Goodwill Industries

Programs: *General Office/Clerical and Typing Services*

Specialized Technical Education Program School

Programs: *General Office/Clerical and Typing Services*

Painters and Paperhangers – Construction and Maintenance

OES 874020

16 Firms Responded
104 Jobs Represented

Job Description

Painters, Paperhangers, Construction and Maintenance paint walls, equipment, buildings, bridges, and other structural surfaces using brushes, rollers, and spray guns. They may mix colors or oils to obtain desired color or consistency. Paperhangers cover interior walls and ceilings of rooms with decorative wallpaper or fabric.

Common Job Titles

Painters and Journeyman Painters

Wages and Benefits

Non-Union Wages

	<u>Range</u>	<u>Median</u>
New hires, no experience	\$8.00 – \$8.50	\$8.00
New hires, experienced	\$8.00 – \$15.00	\$12.00
3+ years with firm	\$13.00 – \$19.50	\$15.60

Other forms of compensation paid by a few employers include bonuses ranging from an additional \$0.22 to \$2.11 per hour.

Benefits

	<u>Employer Pays All</u>		<u>Shared Cost</u>	
	FT	PT	FT	PT
Medical Insurance:	0%	0%	25%	0%
Dental Insurance:	0%	0%	13%	0%
Vision Insurance:	0%	0%	6%	0%
Life Insurance:	0%	0%	6%	0%
Paid Sick Leave:	13%	0%	0%	0%
Paid Vacation:	56%	0%	0%	0%
Retirement Plan:	13%	0%	38%	0%
Child Care:	0%	0%	0%	0%

Other benefits offered include short-term and long-term disability.

Unionization

100% Non-Union

Hours

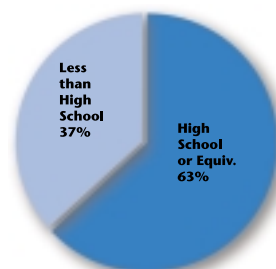
Almost all (92%) employees in this occupation work full time – 40 hours/week, weighted average, a few work temporary – 45 hours/week, weighted average, and a few work part time – 23 hours/week, weighted average.

Shifts

All (100%) responding employers offer day shifts and a few responding employers offer swing shifts.

Employer Requirements

Minimum Level of Education Required



Experience in the Occupation

Required	56%
Not Required	6%
Preferred	38%

Almost all responding employers require or prefer an average of 19 months of prior work experience. Some (23%) responding employers accept experience in other occupations, such as maintenance, drywall, or construction related occupations, to meet their minimum requirement.

Training as a Substitute for Previous Work Experience

Yes	53%
No	47%

Technical or Vocational Training

Required	0%
Not Required	88%
Preferred	12%

A few responding employers prefer an average of 17 months of painting or repair training.

Skills Information

Skills in: brush, roller, spray painting, surface preparation, and drywall installation and repair;
Ability to: work from ladders and scaffolds

Computer software skills were not sought by any employers.

Painters and Paperhangers – Construction and Maintenance

Researched in 2001

Employment Trends

Supply & Demand Assessment

Many (40%) employers found hiring inexperienced qualified applicants to be moderately difficult, weighted average. Most (60%) employers found hiring experienced qualified applicants to be very difficult, weighted average.

In the last 12 months, percentage of firms whose employment in this occupation:

Declined	0%
Remained Stable	50%
Grew	50%

Sources of Filled Vacancies:

Of the 48 positions filled in the last 12 months, 34% were hired to fill new positions, 31% were hired to fill vacated positions, 25% were hired to fill temporary positions, and 10% were hired to fill vacated positions due to promotions.

Turnover

23%

The three recruitment strategies most successfully used by employers include:

Employee Referrals	69%
Newspaper Ads	63%
Walk-in Applications	31%

Occupation Size

Large (380 – 470)

Employee Profile

99% Male

1% Female

Where the Jobs Are

SIC 1721 – Painting and Paper Hanging

Projections

1999 – 2006 Growth Rate:

Faster than average (23.7%)

Over the Next 24 Months:

Most (69%) employers expect employment in this occupation to remain stable, some (25%) employers expect employment in this occupation to grow, and a few (6%) employers expect employment in this occupation to decline.

Other Relevant Information

Promotional Opportunities

Almost all (81%) employers promote their employees to higher level positions, such as: Lead Painters, Supervisors, and Foremen.

Skills Important for Career Advancement

Dependability, reliability, management, and customer service skills

State Outlook

Between 1998 and 2008, this occupation is expected to grow 19.3% while the total growth for all the occupations is expected to grow 23.6% during this period in California.

Related DOT Codes

See Appendix A

California Occupational Guide Number

148

Training Providers (Refer to Appendix E for Contact Information)

Unavailable

Paralegal Personnel

OES 283050

16 Firms Responded
34 Jobs Represented

Job Description

Paralegal Personnel assist lawyers by doing research in the preparation of lawsuits and/or legal documents as a career professional, usually having either a four-year college degree or a degree from an institute specializing in the paralegal profession. They may gather research data for use as evidence to formulate defense or to initiate legal action.

Common Job Titles

Legal Assistants and Paralegals

Wages and Benefits

Non-Union Wages

	Range	Median
New hires, no experience	\$9.59 – \$14.47	\$10.55
New hires, experienced	\$11.51 – \$21.10	\$14.72
3+ years with firm	\$13.37 – \$24.66	\$18.12

Other forms of compensation paid by some employers include bonuses and commissions ranging from an additional \$0.24 to \$2.40 per hour.

Benefits

	Employer Pays All		Shared Cost	
	FT	PT	FT	PT
Medical Insurance:	88%	6%	0%	0%
Dental Insurance:	31%	0%	0%	0%
Vision Insurance:	25%	6%	0%	0%
Life Insurance:	50%	6%	0%	0%
Paid Sick Leave:	100%	13%	0%	0%
Paid Vacation:	100%	13%	0%	0%
Retirement Plan:	63%	0%	13%	0%
Child Care:	0%	0%	0%	0%

Unionization

100% Non-Union

Hours

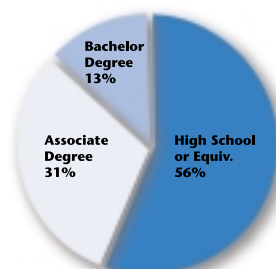
Almost all (88%) employees in this occupation work full time – 40 hours/week, weighted average and a few employees work part time – 22 hours/week, weighted average.

Shifts

All (100%) responding employers offer day shifts and a few responding employers offer flexible shifts.

Employer Requirements

Minimum Level of Education Required



Experience in the Occupation

Required	63%
Not Required	0%
Preferred	37%

All responding employers require or prefer an average of 23 months of prior work experience. Some (36%) responding employers accept experience in other occupations, such as Legal Secretaries or Office Managers, to meet their minimum requirement.

Training as a Substitute for Previous Work Experience

Yes	56%
No	44%

Technical or Vocational Training

Required	38%
Not Required	44%
Preferred	18%

Many responding employers require or prefer an average of 12 months of law related coursework or Paralegal Certification training.

Skills Information

Skills in: understanding of legal terms and court proceedings, investigative research, and record keeping; Ability to: read and comprehend information quickly and work under pressure; Licenses: Paralegal Certification

Computer software skills were sought by all employers in word processing programs, some employers sought computer software skills in legal and on-line research programs, and a few employers sought computer software skills in database and spreadsheet programs.

Employment Trends

Supply & Demand Assessment

Some (37%) employers found hiring inexperienced qualified applicants to be very difficult, weighted average. Most (63%) employers found hiring experienced qualified applicants to be very difficult, weighted average.

In the last 12 months, percentage of firms whose employment in this occupation:

Declined	6%
Remained Stable	75%
Grew	19%

Sources of Filled Vacancies:

Of the 8 positions filled in the last 12 months, 63% were hired to fill vacated positions and 37% were hired to fill new positions.

Turnover

16%

The three recruitment strategies most successfully used by employers include:

Newspaper Ads	75%
Employee Referrals	56%
School Program Referrals	31%

Occupation Size

Small (90 – 120)

Employee Profile

100% Female
0% Male

Where the Jobs Are

SIC 8111 – Legal Services

Projections

1999 – 2006 Growth Rate:

Much faster than average (33.3%)

Over the Next 24 Months:

Most (69%) employers expect employment in this occupation to remain stable while some (31%) employers expect employment in this occupation to grow.

Other Relevant Information

Promotional Opportunities

A few (19%) employers promote their employees to higher level positions, such as: Senior Paralegals, Senior Managers, and Attorneys.

Skills Important for Career Advancement

Law school, oral and written communication, and analytical skills

State Outlook

Between 1998 and 2008, this occupation is expected to grow 67.7% while the total growth for all the occupations is expected to grow 23.6% during this period in California.

Related DOT Codes

See Appendix A

California Occupational Guide Number

464

Training Providers (Refer to Appendix E for Contact Information)

California Polytechnic State University
Programs: *Pre-Law Studies*

California Polytechnic State University, Extended Studies
Programs: *Paralegal/Legal Assistant*

Cuesta College
Programs: *Legal Administrative Assistant/Secretary*

Specialized Technical Education Program School
Programs: *Paralegal/Legal Assistant*

Receptionists and Information Clerks

OES 553050

19 Firms Responded
91 Jobs Represented

Job Description

Receptionists and Information Clerks answer inquiries and obtain information for the general public (customers, visitors, and other interested parties) concerning activities conducted at an establishment, such as the location of offices or persons within the firm, departments within the store, or services within the hotel. They may perform a variety of other clerical duties. Please do not include Receptionists who primarily operate switchboards.

Common Job Titles

Administrative Support Analyst, Information Specialist, and Medical Receptionist/Front Office

Employment Trends

Occupation Size: Very Large (900 – 1,050)

Growth Rate: Average (16.7%)

Labor Supply & Demand Assessment

Degree of difficulty in finding qualified applicants:

Most firms indicate it is moderately difficult to find fully experienced, qualified applicants. All firms that hire inexperienced workers also report moderate difficulty in finding qualified applicants.

Local Outlook

Employer demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times, and applicants may find little competition in their job search.

All respondents expect employment in this occupation to remain stable over the next two years.

Source of Filled Vacancies

Of the 38 positions filled in the past 12 months, 45% were hired to fill vacated positions, 26% were hired to fill new positions, 16% were hired to fill temporary positions, and 13% were hired due to promotions.

Employer Requirements

Skills and Qualifications Reported as Very Important

Ability to: work effectively on a team as well as independently, work under pressure, work in a changing environment, and learn continuously; Skills in: English grammar and spelling, legible hand writing, reading and comprehension, listening, verbal communication and speaking, and service orientation

New Skills sought by many (42%) responding employers include personality, medical terminology and good knowledge of medical insurance (for that industry), and ability to triage.

Computer Software Skills sought by almost all responding employers include word processing (83%), spreadsheet (50%), database (33%), desktop publishing (11%), and other such as medical office software and use of networks (22%).

Skills Important for Career Advancement

Computer skills, multi-tasking, knowledge of policies and procedures, interpersonal skills, organization, knowledge of the community, decision-making, managerial skills, and continuing education

Minimum Level of Education Required

High School or equivalent 100%

Job Required Training

<u>Required</u>	<u>Preferred</u>	<u>Not Required</u>
26%	11%	63%

Technical or vocational training sought by responding employers includes 6 – 12 months of computer, medical assistant, or business school training.

Training Accepted in Lieu of Experience

<u>Yes</u>	<u>No</u>
61%	39%

Employers accept an average of 4 months training to substitute for work experience.

Experience Required

<u>Required</u>	<u>Preferred</u>	<u>Not Required</u>
58%	37%	5%

Almost all responding employers require an average of 11 months prior work experience.

Receptionists and Information Clerks

Researched in 1999

Most (65%) responding employers accept experience in other occupations such as clerical, customer service or medical office positions, in meeting their minimum requirements.

Wages and Benefits

Non-Union Wages

	<u>Range</u>	<u>Median</u>
New hires, no experience	\$5.75 – \$8.00	\$7.00
New hires, experienced	\$6.50 – \$9.00	\$8.00
3+ years with firm	\$7.00 – \$12.00	\$10.00

Union Wages

	<u>Range</u>	<u>Median</u>
New hires, experienced	\$10.32	\$10.32
3+ years with firm	\$12.08	\$12.08

Benefits

	<u>Employer Pays All</u>		<u>Shared Cost</u>	
	FT	PT	FT	PT
Paid Vacation	84%	32%	0%	0%
Paid Sick Leave	79%	32%	0%	0%
Medical Insurance	63%	11%	5%	0%
Retirement Plan	42%	11%	16%	5%
Life Insurance	42%	0%	0%	0%
Dental Insurance	26%	5%	11%	5%
Vision Insurance	21%	5%	0%	0%

A few employers also offer Child Care, Cafeteria Plan, and "Well Pay."

Hours

Many (59%) covered employees in this occupation work full-time – 40 hours/week, weighted average. Some (20%) work part-time – 22 hours/week, weighted average. A few (14%) work temporary/on-call – 20 hours/week, weighted average, or on a seasonal basis (7%). All employers have a day shift and a few have a swing shift.

Recruitment Strategies

The three recruitment strategies most successfully used by employers include:

Newspaper Ads	84%
Employee Referrals	63%
In-house Promotion or Transfer	21%

Other Relevant Information

Career Track

Most (68%) of the responding employers promote their Receptionists and Information Clerks to a variety of positions such as Administrative Support Assistant or Coordinator, Manager or Supervisor, and Back Office Medical Assistant.

Employee Profile

99% Female
95% Non-Union

State Outlook

Employment in this occupation is expected to grow faster than average for all occupations, at a rate of 46% between 1993-2005. There will be an estimated 57,000 new positions added plus an additional 35,260 openings due to separations by 2005.

Where the Jobs Are

This occupation is found in a wide variety of industries such as Offices and Clinics of Medical Doctors and Clinics (SIC 8011) and Dentists (SIC 8021), Colleges and Universities (SIC 8221), Local Government (SIC 9030), General Medical and Surgical Hospitals, etc.

Related DOT codes

See Appendix A

California Occupational Guide Number

21

Training Providers (Refer to Appendix E for Contact Information)

Atlas Computer Centers
Programs: General Office/Clerical and Typing Services

Career Training Center
Programs: Receptionist

Computer Training Network
Programs: General Office/Clerical and Typing Services
Medical Administrative Assistant/Secretary

Huffman Institute
Programs: Receptionist

Opportunities Unlimited
Programs: General Office/Clerical and Typing Service
Medical Administrative Assistant/Secretary

Shoreline Occupational Services/Goodwill Industries
Programs: General Office/Clerical and Typing Services

Specialized Technical Education Program School
Programs: General Office/Clerical and Typing Services
Medical Administrative Assistant/Secretary

Registered Nurses

OES 325020

19 Firms Responded
717 Jobs Represented

Job Description

Registered Nurses administer nursing care to ill or injured persons. This group includes administrative, public health, industrial, private duty, and surgical nurses. Licensing or registration is required. Please do not include Nursing Instructors and Teachers.

Common Job Titles

Staff Nurse

Employment Trends

Occupation Size: Very Large (1,430 – 1,620)

Growth Rate: Slower than average (13.3%)

Labor Supply & Demand Assessment

Degree of difficulty in finding qualified applicants:

Some firms indicate it is not difficult to find fully-experienced, qualified applicants, while some others indicate it is moderately difficult. Of the firms that employ inexperienced workers, almost all indicate that it is moderately difficult to find applicants.

Local Outlook

Worker supply is somewhat greater than demand for fully-experienced qualified applicants, and applicants may experience competition in job seeking. However, for inexperienced applicants, employer demand is somewhat greater than the supply.

Most (79%) respondents expect employment in this occupation to remain stable over the next three years.

Source of Filled Vacancies

Of the 123 positions filled in the past 12 months, 59% were hired to fill vacated positions, 25% were hired to fill temporary positions, 11% were hired to fill new positions, and 4% were hired due to promotions.

Employer Requirements

Skills and Qualifications Reported as Very Important

Ability to: pass a pre-employment medical exam, pass a drug screening exam, and work under pressure; Skills in: English grammar and spelling, legible handwriting, reading and comprehension, listening, verbal communication and speaking, judgment and decision-making, and basic math; Other: willingness to work weekends

New Skills sought by some (26%) responding employers include: IV, math, education, surgical-specific skills, teaching and training, supervision, and bilingual skills.

Computer Software Skills sought by responding employers include word processing (42%), spreadsheet (26%), database (21%), other such as medical software (21%), and desktop publishing (11%).

Skills Important for Career Advancement

Management/leadership, computer, continuing/advanced education, Administrator's course work/License, and knowledge of the budget process

Minimum Level of Education Required

Associate degree	95%
Bachelor's degree	5%

Job Required Training

<u>Required</u>	<u>Preferred</u>	<u>Not Required</u>
42%	0%	53%

It is important to note that most of the employers who do not "require" vocational training prior to employment do indicate they require an Associate degree in Nursing, as do those employers who indicated they do require training.

A license is required for employment in this occupation.

Most (63%) employers do not accept training as a substitute for experience.

Experience Required

Required	Preferred	Not Required
53%	32%	16%

Most responding employers seek an average of 18 months prior experience.

Most (67%) do not accept experience in other occupations.

Wages and Benefits

Non-Union Wages

	Range	Median
New hires, no experience	\$11.99 – \$18.00	\$15.01
New hires, experienced	\$14.00 – \$18.83	\$17.00
3+ years with firm	\$16.38 – \$23.25	\$20.00

Union Wages

	Range	Median
New hires, no experience	\$14.00 – \$19.10	\$17.32
New hires, experienced	\$15.00 – \$19.15	\$18.30
3+ years with firm	\$16.46 – \$24.23	\$18.46

Benefits

	Employer Pays All		Shared Cost	
	FT	PT	FT	PT
Paid Sick Leave	89%	32%	0%	0%
Paid Vacation	84%	32%	5%	5%
Medical Insurance	32%	5%	63%	37%
Retirement Plan	32%	5%	42%	26%
Life Insurance	32%	11%	21%	16%
Dental Insurance	21%	0%	58%	37%
Vision Insurance	16%	0%	32%	26%
Other	5%	0%	0%	0%

Hours

Most (74%) covered employees in this occupation work full-time – 39 hours/week, weighted average, while a few (14%) work part-time – 20 hours/week, weighted average, or on a temporary or on-call basis (13%) – 12 hours/week, weighted average.

All employers have a day shift. Some employ the graveyard and/or swing shifts. A few employees have afternoon, evening and/or weekend shifts.

Recruitment Strategies

The three recruitment strategies most successfully used by employers include:

Newspaper Ads	79%
Employee Referrals	63%
Walk-in Applicants	32%

Other Relevant Information

Career Track

Many (58%) of the responding employers promote their Registered Nurses to a higher level position such as Supervising Nurse, Administrator, and Clinic Manager/Supervisor.

Employee Profile

83% Female
63% Non-Union

State Outlook

Registered Nurses ranks among the top 50 largest growth occupations in California, with a projected growth of 25% between 1993-2005. Shortages exist primarily due to workers leaving and re-entering this occupation several times throughout their careers.

Where the Jobs Are

General Medical and Surgical Hospitals (SIC 8062), Psychiatric Hospitals (SIC 8063), and Offices and Clinics of Medical Doctors (SIC 8011)

Related DOT codes

See Appendix A

California Occupational Guide Number

29

Training Providers (Refer to Appendix E for Contact Information)

Cuesta College
Programs: Nursing (R.N. Training)

Residential Counselors

OES 273070

14 Firms Responded
200 Jobs Represented

Job Description

Residential Counselors coordinate activities for residents of care and treatment institutions, boarding schools, college fraternities or sororities, children's homes, or similar establishments. Their work includes developing or assisting in the development of program plans for individuals, maintaining household records, and assigning rooms. They counsel residents in identifying and resolving social or other problems. They order supplies and determine need for maintenance, repairs, and furnishings.

Common Job Titles

Residence/Residential Supervisor and Community Support Specialists

Employment Trends

Occupation Size: Medium (190 – 230)

Growth Rate: Faster than average (21.1%)

Labor Supply & Demand Assessment

Degree of difficulty in finding qualified applicants:

Many firms indicate it is moderately difficult to find qualified applicants. A few firms indicate that it is not difficult.

Local Outlook

Employer demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times, and applicants may find little competition in their job search.

Almost all (86%) respondents expect employment in this occupation to remain stable over the next two years.

Source of Filled Vacancies

Of the 86 positions filled in the past 12 months, 70% were hired to fill vacated positions, 13% were hired to fill temporary positions, 12% were hired due to promotions, and 6% were hired to fill new positions.

Employer Requirements

Skills and Qualifications Reported as Very Important

Ability to: pass a pre-employment medical exam, work well on a team as well as independently, work in a changing environment, learn continuously, work under pressure, and recognize problems; Skills in: English grammar and spelling, legible handwriting, writing, reading and comprehension, listening skills, verbal communication and speaking, and basic math; Other: willingness to work nights and/or weekends, trained in CPR and first aid, and possess a good DMV driving record

New Skills sought by a few (14%) responding employers includes training in first aid and CPR.

Computer Software Skills sought by responding employers include word processing (29%), spreadsheet (14%), database (7%), and desktop publishing (7%).

Skills and Qualifications Important for Career Advancement

Desire to learn, motivated, work ethic, dependability, problem solving, communication, and college education/degree

Minimum Level of Education Required

High School or equivalent	64%
Associate degree	14%
Bachelor's degree	21%

Job Required Training

<u>Required</u>	<u>Preferred</u>	<u>Not Required</u>
15%	23%	62%

Technical or vocational training sought by some (21%) responding employers include drug and alcohol certificate, and training needed to meet state requirements for the job.

Training Accepted in Lieu of Experience

<u>Yes</u>	<u>No</u>
45%	55%

Experience Required

<u>Required</u>	<u>Preferred</u>	<u>Not Required</u>
43%	36%	21%

A few responding employers require or prefer 12 months prior work experience.

A few (7%) responding employers accept experience in other occupations such as experience working with a specific population (e.g. the developmentally disabled).

Wages and Benefits

Non-Union Wages

	<u>Range</u>	<u>Median</u>
New hires, no experience	\$6.37 – \$9.21	\$7.64
New hires, experienced	\$6.37 – \$10.07	\$8.00
3+ years with firm	\$7.00 – \$12.00	\$10.00

Benefits

	<u>Employer Pays All</u>		<u>Shared Cost</u>	
	FT	PT	FT	PT
Paid Vacation	100%	36%	0%	0%
Paid Sick Leave	86%	7%	0%	0%
Medical Insurance	57%	0%	36%	0%
Vision Insurance	43%	0%	29%	0%
Dental Insurance	36%	0%	43%	7%
Life Insurance	36%	0%	14%	0%
Retirement Plan	14%	7%	14%	7%

Hours

Many (54%) covered employees in this occupation work full-time – 39 hours/week, weighted average. Some (24%) work temporary – 24 hours/week, weighted average. A few employees work temporary/on-call (16%) – 14 hours/week, weighted average or on a seasonal basis (4%).

Almost all firms have a day shift, most have a graveyard shift, and many have a swing shift, and/or other schedules.

Recruitment Strategies

The three recruitment strategies most successfully used by employers include:

Newspaper Ads	86%
Colleges and Universities	50%
In-house Promotion or Transfer	36%

Other Relevant Information

Career Track

Almost all (86%) of the responding employers promote their Residential Counselors to higher-level supervisory or management positions such as Program Manager/Supervisor and Service Coordinator.

Employee Profile

61% Female
93% Non-Union

State Outlook

Information not available

Where the Jobs Are

Colleges and Universities (SIC 8221), Individual and Family Services (SIC 1521), and Residential Care (SIC 8361)

Related DOT codes

See Appendix A

California Occupational Guide Number

none

Training Providers (Refer to Appendix E for Contact Information)

California Polytechnic State University

Programs: Counselor Education, Counseling and Guidance Services

Cuesta College

Programs: Child Care and Guidance Workers and Managers, General

Sales Agents – Selected Business Services

OES 430170

17 Firms Responded
87 Jobs Represented

Job Description

Selected Business Services Sales Agents sell selected services such as building maintenance, credit reporting, bookkeeping, security, printing, and storage space. This category does not include sales agents who primarily sell advertising, insurance, financial, and real estate services.

Common Job Titles

Sales Representative, Sales Agent and Business Account Executive

Wages and Benefits

All Employers Wages (Union and Non-Union)

	Range	Median
New hires, no experience	\$6.50 – \$15.56	\$10.65
New hires, experienced	\$6.33 – \$19.18	\$12.73
3+ years with firm	\$5.75 – \$23.97	\$15.96

Other forms of compensation paid by most employers include commission and bonus ranging from an additional \$1.02 to \$26.85 per hour.

Benefits

	Employer Pays All		Shared Cost	
	FT	PT	FT	PT
Medical Insurance:	67%	0%	22%	0%
Dental Insurance:	39%	0%	28%	0%
Vision Insurance:	17%	0%	22%	0%
Life Insurance:	39%	0%	17%	0%
Paid Sick Leave:	44%	0%	11%	0%
Paid Vacation:	78%	6%	6%	0%
Retirement Plan:	33%	0%	28%	6%
Child Care:	0%	0%	0%	0%

Other benefits offered include free meals and optional stock purchase.

Unionization

94% Non-Union
6% Union

Hours

Almost all (90%) employees in this occupation work full time – 42 hours/week, weighted average while the part time employees work 15 hours/week, weighted average, and temporary workers work 11 hours/week, weighted average.

Shifts

Almost all employees work the day shift, while a few employees work swing shifts.

Employer Requirements

Minimum Level of Education Required

Less Than High School	6%
High School or Equivalent	61%
Associate Degree	6%
Bachelor Degree	28%

Job Required Training

Required	11%
Not Required	72%
Preferred	17%

Technical or vocational training is required or preferred by some employers responding employers includes an average of 13 months in graphic communications and graphic arts.

Training as a Substitute for Previous Work Experience

Yes	47%
No	53%

Experience Required

Required	44%
Not Required	6%
Preferred	50%

Almost all (81%) of responding employers accept experience in other occupations to meet their minimum requirement.

The employers who seek work experience require between six months and two years of previous work experience in a related field.

Skills Information

Skills in: interpersonal skills, business to business sales, goal oriented, negotiation, presentation and time management

New skills sought by employers included sales forecasting and new technology.

Computer software skills sought by responding employers include word processing (92%), spreadsheet (69%), database (54%), desktop publishing (15%), and other skills using Microsoft Outlook and the Internet.

Sales Agents – Selected Business Services

Researched in 2000

Employment Trends

Supply & Demand Assessment

Degree of difficulty in finding qualified applicants:

The surveyed employers indicate that it is very difficult to find fully experienced qualified applicants and only moderately difficult to find inexperienced applicants.

The three recruitment strategies most successfully used by employers include:

Newspaper Ads	78%
Employee Referrals	83%
In-House Promotion or Transfer	61%

Turnover

11%

Occupation Size

Medium (120 – 130)

Employee Profile

47% Female
53% Male

Where the Jobs Are

SIC 2752 – Commercial Printing
SIC 4812 – Radiotelephone Communications

Projections

Growth Rate: Slower than Average (8.3%)

In the last 12 months, percentage of firms whose employment:

Declined	11%
Remained Stable	44%
Grew	44%

Source of Filled Vacancies:

Of the 32 positions filled in the past 12 months, 6% were hired to fill positions vacated by individuals who were promoted, 25% were hired to fill vacated positions, 66% were hired to fill new positions, and 3% were hired to fill temporary positions.

Next 24 Months:

Employment in this occupation is not expected to decline. Some employers (39%) stated that they expected employment in this occupation to remain stable, while most (61%) expect employment to grow.

Other Relevant Information

Career Track

Most employers (61%) promote their employees to higher level Management and Supervisory positions.

Skills Important for Career Advancement

Team building, leadership, interpersonal skills, speaking and company knowledge

State Outlook

Between 1998 and 2008, this occupation is expected to grow 40.2% while the total growth for all the occupations is expected to grow 23.6% during this period in California.

Related DOT Codes

See Appendix A

Training Providers (Refer to Appendix E for Contact Information)

California Polytechnic State University

Programs: *Marketing Management and Research, Other*

California Polytechnic State University, Extended Studies

Programs: *Marketing Management and Research, Other*

Cuesta College

Programs: *Marketing Operations/Marketing and Distribution, Other*

Huffman Institute

Programs: *General Selling Skills and Sales Operations*

Marketing Operations/Marketing and Distribution, Other

Shoreline Occupational Services/Goodwill Industries

Programs: *General Selling Skills and Sales Operations*

Sales Representatives, Scientific and Related Products and Services – except Retail

OES 490050

15 Firms Responded
94 Jobs Represented

Job Description

Sales Representatives, Scientific and Related Products and Services – except Retail sell products or services requiring scientific or similar knowledge for wholesalers or manufacturers. This knowledge is in areas such as biology engineering, chemistry, and electronics, and is normally obtained from 2 or 3 years of post secondary education or its equivalent. They sell products such as aircraft, agricultural equipment and supplies, industrial machinery, medical supplies, electronic equipment, chemicals, and precision instruments. The individuals in this category do not include retail sales representatives, or sales people who must have a technical background equivalent to a bachelor's degree in engineering.

Common Job Titles

Account Representative, Sales Representative, Sales Engineer, Account Executive, Marketing Representative

Wages and Benefits

Non-Union Wages

	Range	Median
New hires, no experience	\$10.00 – \$17.26	\$12.47
New hires, experienced	\$7.50 – \$23.97	\$16.78
3+ years with firm	\$10.00 – \$28.77	\$19.18

Other forms of compensation paid by most employers include commissions and bonuses ranging from an additional \$.19 to \$17.26 per hour.

Benefits

	Employer Pays All		Shared Cost	
	FT	PT	FT	PT
Medical Insurance:	40%	7%	60%	0%
Dental Insurance:	33%	7%	27%	0%
Vision Insurance:	27%	7%	40%	0%
Life Insurance:	33%	7%	13%	0%
Paid Sick Leave:	87%	7%	7%	0%
Paid Vacation:	87%	7%	7%	0%
Retirement Plan:	20%	7%	53%	0%
Child Care:	0%	0%	0%	0%

Other benefits offered include company car and expense account for trips.

Unionization

100% Non-Union

Hours

Almost all (97%) employees in this occupation work full time – 41 hours/week, weighted average while the part time employees work 21 hours/week, weighted average.

Shifts

Almost all employees (93%) work the day shift, while a few employees work some weekends and swing shifts while on the road.

Employer Requirements

Minimum Level of Education Required

High School or Equivalent	47%
Associate Degree	13%
Bachelor Degree	40%

Job Required Training

Required	13%
Not Required	67%
Preferred	20%

Technical or vocational training preferred by few responding employers includes an average of 17 months in computer science, manufacturing processes and sales.

Training as a Substitute for Previous Work Experience

Yes	43%
No	57%

Experience Required

Required	60%
Not Required	7%
Preferred	33%

Most (79%) of responding employers accept experience in other occupations to meet their minimum requirement.

The employers who seek work experience require one to three years of previous work experience in a related field.

Skills Information

Skills in: technological knowledge, professional attitude and appearance, oral presentation, writing skills, organization and ability to listen well

Sales Representatives, Scientific and Related Products and Services – except Retail

Researched in 2000

New skills sought by employers were computer literacy, lab experience, new technology and processes, and technical writing.

Computer software skills sought by responding employers include word processing (100%), spreadsheet (92%), database (69%), desktop publishing (46%), and other skills in using PowerPoint, PhotoShop, the Internet and Quark.

Employment Trends

Supply & Demand Assessment

Degree of difficulty in finding qualified applicants:

The surveyed employers indicate that it is moderately difficult to find inexperienced applicants and very difficult to find fully experienced qualified applicants.

The three recruitment strategies most successfully used by employers include:

Newspaper Ads	80%
Employee Referrals	60%
Internet	53%

Turnover

9%

Occupation Size

Medium (150 – 170)

Employee Profile

34% Female

66% Male

Where the Jobs Are

SIC 382 – Scientific Instruments

SIC 3599 – Industrial and Commercial

Machinery & Equipment

SIC 5047 – Medical Equipment

Projections

Growth Rate: Faster than Average (13.3%)

In the last 12 months, percentage of firms whose employment:

Declined	7%
Remained Stable	47%
Grew	47%

Source of Filled Vacancies:

Of the 31 positions filled in the past 12 months, 10% were hired to fill positions vacated by individuals who were promoted, 16% were hired to fill vacated positions, and 74% were hired to fill new positions.

Next 24 Months:

Employment in this occupation is not expected to decline. Many employers (40%) stated that they expected employment in this occupation to remain stable, while most (60%) expect employment to grow.

Other Relevant Information

Career Track

Most employers (73%) promote their employees to higher level positions such as Sales Manager or Supervisor.

Skills Important for Career Advancement

Sales technique, technical skills, team building, goal oriented, work ethic, management programs, and customer service skills

State Outlook

Between 1998 and 2008, this occupation is expected to grow 24.3% while the total growth for all the occupations is expected to grow 23.6% during this period in California.

Related DOT Codes

See Appendix A

Training Providers (Refer to Appendix E for Contact Information)

California Polytechnic State University

Programs: *Marketing Management and Research, Other*

California Polytechnic State University, Extended Studies

Programs: *Marketing Management and Research, Other*

Cuesta College

Programs: *Marketing Operations/Marketing and Distribution, Other*

Huffman Institute

Programs: *General Selling Skills and Sales Operations*

Marketing Operations/Marketing and Distribution, Other

Shoreline Occupational Services/Goodwill Industries

Programs: *General Selling Skills and Sales Operations*

General Retailing Operations

Salespersons – Retail (Except Vehicle Sales)

OES 490112

16 Firms Responded
415 Jobs Represented

Job Description

Retail Salespersons (except Vehicle Sales) sell a variety of merchandise to the public. They assist the customer in making selections, obtain or receive the merchandise, total the bill, receive the payment in cash or by check or credit card, operate a cash register, and make change for the customer. They may stock shelves and set up advertising displays.

Common Job Titles

Clerks, Sales Clerks, Sales Associates, and Sales Representatives

Wages and Benefits

Non-Union Wages

	Range	Median
New hires, no experience	\$6.25 – \$7.00	\$7.00
New hires, experienced	\$6.25 – \$10.07	\$7.00
3+ years with firm	\$6.25 – \$12.00	\$8.38

Other forms of compensation paid by some employers include bonuses and commissions ranging from an additional \$0.45 to \$0.96 per hour.

Benefits

	<u>Employer Pays All</u>		<u>Shared Cost</u>	
	FT	PT	FT	PT
Medical Insurance:	19%	0%	44%	6%
Dental Insurance:	13%	0%	31%	6%
Vision Insurance:	0%	0%	13%	0%
Life Insurance:	0%	0%	13%	6%
Paid Sick Leave:	38%	6%	0%	0%
Paid Vacation:	50%	25%	6%	0%
Retirement Plan:	0%	6%	44%	6%
Child Care:	0%	0%	0%	0%

Unionization

100% Non-Union

Hours

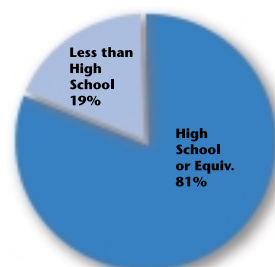
Many (55%) employees in this occupation work part time – 21 hours/week, weighted average and many (45%) employees work full time – 37 hours/week, weighted average.

Shifts

All (100%) responding employers offer day shifts, some offer swing shifts, and a few offer evening shifts.

Employer Requirements

Minimum Level of Education Required



Experience in the Occupation

Required	19%
Not Required	50%
Preferred	31%

Many responding employers require or prefer an average of 17 months of prior work experience. Most (63%) responding employers accept experience in public oriented occupations to meet their minimum requirement.

Training as a Substitute for Previous Work Experience

Yes	50%
No	50%

Technical or Vocational Training

Required	0%
Not Required	81%
Preferred	19%

A few responding employers prefer an average of 3 months of industry related training.

Skills Information

Skills in: public contact, sales, cashiering, inventory techniques, and oral communication; Ability to: perform basic math computations and stand for prolonged periods

Computer software skills were sought by some employers in word processing programs and a few employers sought computer software skills in database programs.

Salespersons – Retail (Except Vehicle Sales)

Researched in 2001

Employment Trends

Supply & Demand Assessment

Almost all (81%) employers found hiring inexperienced qualified applicants to be moderately difficult, weighted average. A few (19%) employers found hiring experienced qualified applicants to be very difficult, weighted average.

In the last 12 months, percentage of firms whose employment in this occupation:

Declined	6%
Remained Stable	50%
Grew	44%

Sources of Filled Vacancies:

Of the 121 positions filled in the last 12 months, 55% were hired to fill vacated positions, 25% were hired to fill new positions, 12% were hired to fill vacated positions due to promotions, and 8% were hired to fill temporary positions.

Turnover

21%

The three recruitment strategies most successfully used by employers include:

Employee Referrals	87%
Walk-In Applicants	60%
Newspaper Ads	53%

Occupation Size

Very Large (3,840 – 4,630)

Employee Profile

56% Female

44% Male

Where the Jobs Are

SIC 5251 – Retail Nurseries, Lawn and Garden

Supply Stores

SIC 5311 – Department Stores

SIC 5941 – Sporting Goods Stores and Bicycle Shops

SIC 5942 – Book Stores

SIC 5943 – Stationery Stores

SIC 5944 – Jewelry Stores

SIC 5945 – Hobby, Toy, and Game Shops

SIC 5947 – Gift, Novelty, and Souvenir Shops

Projections

1999 – 2006 Growth Rate:

Faster than average (20.6%)

Over the Next 24 Months:

Most (69%) employers expect employment in this occupation to remain stable, some (25%) employers expect employment in this occupation to grow, and a few (6%) employers expect employment in this occupation to decline.

Other Relevant Information

Promotional Opportunities

Most (75%) employers promote their employees to higher level positions, such as: Assistant Managers, Managers, Department Managers, Supervisors, and Buyers.

Skills Important for Career Advancement

Knowledge of product, customer service, leadership, dependability, detail oriented, and sales skills

State Outlook

Between 1998 and 2008, this occupation is expected to grow 18.4% while the total growth for all the occupations is expected to grow 23.6% during this period in California.

Related DOT Codes

See Appendix A

California Occupational Guide Number

536

Training Providers (Refer to Appendix E for Contact Information)

Cuesta College

Programs: Marketing Operations/Marketing and Distribution, Other

Huffman Institute

Programs: General Selling Skills and Sales Operations

Marketing Operations/Marketing and Distribution, Other

Shoreline Occupational Services/Goodwill Industries

Programs: General Retailing Operations

General Selling Skills and Sales Operations

Stock Clerks Stockroom, Warehouse, and Storage Yard

OES 580230

15 Firms Responded
90 Jobs Represented

Job Description

Stock Clerks receive, store, and issue materials, equipment, and other items from stockroom, warehouse, or storage yard, and keep records and compile stock reports. Please do not include Stockroom Laborers and workers whose primary duties involve shipping, weighing, and checking.

Common Job Titles

Receiver, Grocery Clerk, and Warehouse Clerk/Worker

Employment Trends

Occupation Size: Large (470 – 490)

Growth Rate: Slower than average (4.3%)

Labor Supply & Demand Assessment

Degree of difficulty in finding qualified applicants:

Many firms indicate it is moderately difficult or not difficult to find inexperienced applicants.

Some firms indicate that it is moderately difficult or difficult to find fully-experienced, qualified applicants.

Local Outlook

Employer demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times, and applicants may find little competition in their job search.

Almost all (80%) respondents expect employment in this occupation to remain stable over the next two years.

Source of Filled Vacancies

Of the 31 positions filled in the past 12 months, 32% were hired to fill vacated positions, 26% were hired to fill new positions, 23% were hired to fill temporary positions, and 19% were hired due to promotions.

Employer Requirements

Skills and Qualifications Reported as Very Important

Ability to: lift at least 50 pounds repeatedly, perform strenuous, physical labor, use abdominal and lower back muscles, stand continuously for two or more hours, and work effectively on a team; Skills in: basic math

New Skills sought by some (15%) responding employers includes typing at 25 wpm.

Computer Software Skills sought by responding employers include database (33%), other (33%) including basic keyboarding, e-mail, and operations software, word processing (20%), spreadsheet (20%), and desktop publishing (7%).

Skills and Qualifications Important for Career Advancement

Great customer service, people skills, ordering, desire to learn, follow through, organization, computer, and leadership/management

Minimum Level of Education Required

Less than High School	20%
High School or equivalent	80%

Job Required Training

<u>Required</u>	<u>Preferred</u>	<u>Not Required</u>
0%	7%	93%

Training Accepted in Lieu of Experience

<u>Yes</u>	<u>No</u>
38%	62%

Experience Required

<u>Required</u>	<u>Preferred</u>	<u>Not Required</u>
27%	60%	13%

Some (27%) responding employers require an average of 13 months prior work experience.

Almost all (91%) responding employers accept experience in other occupations such as retail sales.

Stock Clerks – Stockroom, Warehouse, and Storage Yard

Researched in 1999

Wages and Benefits

Non-Union Wages

	<u>Range</u>	<u>Median</u>
New hires, no experience	\$6.00 – \$9.21	\$6.75
New hires, experienced	\$6.25 – \$10.36	\$7.00
3+ years with firm	\$8.00 – \$13.05	\$10.00

Union Wages

	<u>Range</u>	<u>Median</u>
New hires, no experience	\$16.60 – \$18.30	\$17.45
New hires, experienced	\$15.33 – \$18.30	\$16.45
3+ years with firm	\$16.30 – \$22.88	\$16.80

Benefits

	<u>Employer Pays All</u>		<u>Shared Cost</u>	
	FT	PT	FT	PT
Paid Vacation	87%	47%	13%	7%
Paid Sick Leave	80%	27%	13%	0%
Medical Insurance	53%	7%	47%	33%
Life Insurance	40%	7%	27%	13%
Retirement Plan	33%	20%	60%	40%
Dental Insurance	33%	7%	53%	40%
Vision Insurance	27%	7%	33%	20%

Hours

Most (78%) covered employees in this occupation work full-time – 39 hours/week, weighted average. A few (19%) work part-time – 25 hours/week, weighted average.

Almost all firms have a day shift and a few have other shifts (swing, graveyard, and early morning hours).

Recruitment Strategies

The three recruitment strategies most successfully used by employers include:

Newspaper Ads	64%
Employee Referrals	55%
In-house Promotion or Transfer	36%

Other Relevant Information

Career Track

Almost all (93%) of the responding employers promote their Stock Clerks - Stockroom, Warehouse, and Storage Yard to a lead, supervisor, or management position.

Employee Profile

72% Male
60% Non-Union

State Outlook

The demand for Stock Clerks will decline due to increased automation. The greatest demand will be for experienced applicants with knowledge of computers.

Where the Jobs Are

This occupation is found in a wide variety of industries including Grocery Stores (SIC 5411), Hardware Stores (SIC 5251), Local Government (SIC 9030), Federal Government (SIC 9010), various manufacturing industries, etc.

Related DOT codes

See Appendix A

California Occupational Guide Number

74

Training Providers (Refer to Appendix E for Contact Information)

Cuesta College
Programs: *Marketing Operations/Marketing and Distribution, Other*
Huffman Institute
Programs: *General Selling Skills and Sales Operations*
Marketing Operations/Marketing and Distribution, Other

Shoreline Occupational Services/Goodwill Industries
Programs: *General Selling Skills and Sales Operations*

Systems Analysts - Electronic Data Processing

OES 251020

11 Firms Responded
29 Jobs Represented

Job Description

Systems Analysts, Electronic Data Processing, analyze business, scientific, and technical problems for application to electronic data processing systems. This occupation does not include persons working primarily as engineers, mathematicians, programmers, or scientists.

Common Job Titles

Systems Analysts and Operations Specialists

Wages and Benefits

All Employers Wages (Union and Non-Union)

	<u>Range</u>	<u>Median</u>
New hires, no experience	\$10.65 – \$19.90	\$12.40
New hires, experienced	\$8.00* – \$21.60	\$16.00
3+ years with firm	\$12.00 – \$27.57	\$18.00

*Out of pattern wages can occur when employers do not hire employees in all experience levels.

Benefits

	<u>Employer Pays All</u>		<u>Shared Cost</u>	
	FT	PT	FT	PT
Medical Insurance:	27%	0%	55%	9%
Dental Insurance:	45%	0%	45%	9%
Vision Insurance:	36%	0%	36%	9%
Life Insurance:	64%	0%	9%	0%
Paid Sick Leave:	91%	9%	0%	0%
Paid Vacation:	91%	9%	0%	0%
Retirement Plan:	45%	0%	27%	9%
Child Care:	0%	0%	0%	0%

Other benefits offered include cafeteria plans.

Unionization

82% Non-Union

Hours

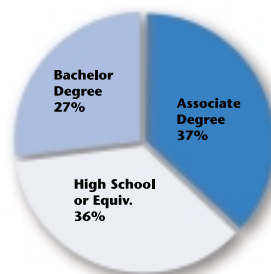
Almost all (90%) employees in this occupation work full time – 44 hours/week, weighted average, a few work temporary – 29 hours/week, weighted average, and a few work part time – 28 hours/week, weighted average.

Shifts

All (100%) responding employers offer day shifts.

Employer Requirements

Minimum Level of Education Required



Experience in the Occupation

Required	64%
Not Required	27%
Preferred	9%

Most responding employers require or prefer an average of 23 months of prior work experience. Almost all (83%) responding employers accept experience in other occupations, such as Programmers, Database Administrators, or Computer Operations Specialists, to meet their minimum requirement.

Training as a Substitute for Previous Work Experience

Yes	50%
No	50%

Technical or Vocational Training

Required	36%
Not Required	55%
Preferred	9%

Many responding employers require or prefer an average of 20 months of computer or information technology training.

Skills Information

Skills in: COBOL, UNIX, and C programming languages, hardware and operating systems, algebra, and customer service; Ability to: use database, business, scientific, and engineering application software

New skills sought by a few employers were strategic planning analysis and Internet expertise.

Computer software skills were sought by most employers in operating systems (UNIX and Informix), web-based tools, programming languages (C++ and JAVA), server applications, word processing, spreadsheet, and database programs and some employers sought computer software skills in desktop publishing programs.

Systems Analysts - Electronic Data Processing

Researched in 2001

Employment Trends

Supply & Demand Assessment

Some (36%) employers found hiring inexperienced qualified applicants not difficult, weighted average. Most (64%) employers found hiring experienced qualified applicants to be moderately difficult, weighted average.

In the last 12 months, percentage of firms whose employment in this occupation:

Declined	0%
Remained Stable	73%
Grew	27%

Sources of Filled Vacancies:

Of the 7 positions filled in the last 12 months, 43% were hired to fill new positions, 29% were hired to fill vacated positions, and 28% were hired to fill temporary positions.

Turnover

8%

The three recruitment strategies most successfully used by employers include:

Newspaper Ads	64%
Employee Referrals	55%
Internet	55%

Occupation Size

Medium (160 – 230)

Employee Profile

79% Male

21% Female

Where the Jobs Are

SIC 6411 – Insurance Agents, Brokers, and Service
SIC 7373 – Computer Integrated Systems Design
SIC 8062 – General Medical and Surgical Hospitals
SIC 8322 – Individual and Family Social Services

SIC 8641 – Civic, Social, and Fraternal Associations

SIC 8711 – Engineering Services

SIC 9030 – Local Government, Excluding
Hospital and Education

Projections

1999 – 2006 Growth Rate:

Much faster than average (43.8%)

Over the Next 24 Months:

Most (64%) employers expect employment in this occupation to remain stable while some (36%) employers expect employment in this occupation to grow.

Other Relevant Information

Promotional Opportunities

Most (64%) employers promote their employees to higher level positions, such as: Senior Technicians, Senior Systems Analysts, Programmers, Database Administrators, Information Systems Supervisors, Information Technology Managers, and Directors.

Skills Important for Career Advancement

Knowledge of advanced technology, problem solving, management, people, and technical skills

State Outlook

Between 1998 and 2008, this occupation is expected to grow 90.2% while the total growth for all the occupations is expected to grow 23.6% during this period in California.

Related DOT Codes

See Appendix A

California Occupational Guide Number

541

Training Providers (Refer to Appendix E for Contact Information)

Atascadero Adult School

Programs: Computer and Information Sciences, General

California Polytechnic State University

Programs: Computer Engineering

Computer Science

Management Information Systems and Business Data Processing

California Polytechnic State University, Extended Studies

Programs: Systems Engineering

Career Training Center

Programs: Computer and Information Sciences, General

Computer Training Network

Programs: Computer and Information Sciences, General

CTE Computer Training Centers, Inc.

Programs: Computer and Information Sciences, General

Cuesta College

Programs: Computer and Information Sciences, General
Computer Engineering

Huffman Institute

Programs: Computer and Information Sciences, General

Lucia Mar Unified Adult Education

Programs: Computer and Information Sciences, General

MacTeacher

Programs: Computer and Information Sciences, General
Computer Programming

Opportunities Unlimited

Programs: Computer and Information Sciences, General

San Luis Coastal Adult School

Programs: Computer and Information Sciences, General

Shoreline Occupational Services/Goodwill Industries

Programs: Computer and Information Sciences, General

Specialized Technical Education Program School

Programs: Computer Programming

Produced by Private Industry Council of San Luis Obispo County, Inc.

Occupational Outlook – San Luis Obispo County 1999 – 2001

Teachers – Secondary Education

OES 313080

9 Firms Responded
840 Jobs Represented

Job Description

Secondary School Teachers instruct students in public or private high schools in one or more subjects, such as English, mathematics, or social studies. Please include vocational high school teachers. This category does not include special education teachers who teach only students with disabilities.

Common Job Titles

High School Teacher

Wages and Benefits

Non-Union Wages

	<u>Range</u>	<u>Median</u>
New hires, no experience	N/A	N/A
New hires, experienced	\$8.05 – \$27.21	\$9.50
3+ years with firm	\$8.75 – \$27.21	\$11.00

Union Wages

	<u>Range</u>	<u>Median</u>
New hires, no experience	\$14.14 – \$17.17	\$15.63
New hires, experienced	\$14.14 – \$23.09	\$17.26
3+ years with firm	\$14.14 – \$24.56	\$17.35

Benefits

	<u>Employer Pays All</u>		<u>Shared Cost</u>	
	FT	PT	FT	PT
Medical Insurance:	56%	11%	22%	44%
Dental Insurance:	44%	11%	33%	44%
Vision Insurance:	44%	11%	33%	44%
Life Insurance:	0%	0%	22%	0%
Paid Sick Leave:	89%	33%	0%	22%
Paid Vacation:	33%	11%	0%	0%
Retirement Plan:	33%	11%	44%	44%
Child Care:	11%	0%	0%	0%

Other benefits offered include a cash stipend for the insurance of choice.

Unionization

33% Non-Union
67% Union

Hours

Almost all (91%) employees in this occupation work full time – 39 hours/week, weighted average while the part time employees work 20 hours/week, weighted average.

Shifts

All employees (100%) work the day shift.

Employer Requirements

Minimum Level of Education Required

High School or Equivalent	11%
Bachelor Degree	56%
Graduate Study	33%

Job Required Training

Required	11%
Not Required	78%
Preferred	11%

Technical or vocational training preferred or required by some responding employers includes an average of 21 months in technology, safety, and credentials.

Training as a Substitute for Previous Work Experience

Yes	67%
No	33%

Experience Required

Required	33%
Not Required	33%
Preferred	33%

Half (50%) of responding employers accept experience in other occupations to meet their minimum requirement.

The employers who seek work experience require one to three years of previous work experience in a related field.

Skills Information

Skills in: teaching, knowledge of core subjects, organization and commitment

New skills: none reported

Computer software skills are only sought by some employers, however for those employers who do seek computer skills, they indicate that they look for word processing (100%), spreadsheet (33%), database (33%), desktop publishing (33%), and various other software programs.

Employment Trends

Supply & Demand Assessment

Degree of difficulty in finding qualified applicants:

The surveyed employers indicate that it is moderately difficult to find both inexperienced and fully experienced qualified applicants.

Produced by Private Industry Council of San Luis Obispo County, Inc.

Occupational Outlook – San Luis Obispo County 1999 – 2001

Teachers – Secondary Education

Researched in 2000

The three recruitment strategies most successfully used by employers include:

Newspaper Ads	67%
Colleges and Universities	56%
Internet	67%

Turnover

6%

Occupation Size

Very Large (610 – 720)

Employee Profile

54% Female

46% Male

Where the Jobs Are

SIC 8211 – Secondary Education Schools

Projections

Growth Rate: Much Faster than Average (18.0%)

In the last 12 months, percentage of firms whose employment:

Declined	0%
Remained Stable	33%
Grew	67%

Source of Filled Vacancies:

Of the 130 positions filled in the past 12 months, 1% were hired to fill positions that were vacated by individuals who were promoted, 36% were hired to fill vacated positions, 21% were hired to fill new positions, and 42% were hired to fill temporary positions.

Next 24 Months:

Employment in this occupation is not expected to decline. Many employers (56%) stated that they expected employment in this occupation to remain stable, while many (44%) expect employment to grow.

Other Relevant Information

Career Track

Most employers (78%) promote their employees to higher level positions such as Principals, Administrators, and Department Chairs.

Skills Important for Career Advancement

Administrative credentials, experience, vision, and leadership

State Outlook

Between 1998 and 2008, this occupation is expected to grow 37.7% while the total growth for all the occupations is expected to grow 23.6% during this period in California.

Related DOT Codes

See Appendix A

Training Providers (Refer to Appendix E for Contact Information)

California Polytechnic State University

Programs: *Education, General*

Physical Education Teaching and Coaching

Reading Teacher Education

California Polytechnic State University, Extended Studies

Programs: *Computer Teacher Education*

Teacher Education, Specific Academic and Vocational Programs

Cuesta College

Programs: *Physical Education Teaching and Coaching*

San Luis Coastal Adult School

Programs: *Driver and Safety Teacher Education*

Teachers – Special Education

OES 313110

11 Firms Responded
214 Jobs Represented

Job Description

Special Education Teachers teach elementary and secondary school subjects to educationally and physically handicapped students. Please include teachers who specialize and work with audibly and visually handicapped students and those who teach basic academic and life processes skills to the mentally retarded.

Common Job Titles

Special Day Class Teacher and Resource Specialist

Employment Trends

Occupation Size: Medium to Large (210 – 290)

Growth Rate: Much faster than average (38.1%)

Labor Supply & Demand Assessment

Degree of difficulty in finding qualified applicants:

Some firms indicate that it is very difficult to find inexperienced applicants, while other firms indicate it is moderately difficult. A few firms indicate it is not difficult or moderately difficult to find fully-experienced applicants.

Local Outlook

Employer demand is considerably greater than the supply of inexperienced applicants. Employers often cannot find qualified applicants when an opening exists (and there were several hires of inexperienced employees in the past year.) Inexperienced applicants should find no competition in their job search. For fully-experienced applicants, employer demand is somewhat greater than the supply of qualified applicants.

Almost all (91%) respondents expect employment in this occupation to remain stable over the next two years.

Source of Filled Vacancies

Of the 29 positions filled in the past 12 months, 69% were hired to fill vacated positions, 21% were hired to fill temporary positions, 7% were hired to fill new positions, and 3% were hired due to promotions.

Employer Requirements

Skills and Qualifications Reported as Very Important

Ability to: work effectively on a team as well as independently, work in a changing environment, and learn continually; Skills in: English grammar and spelling, legible handwriting, writing skills, reading and comprehension, listening skills, verbal communication and speaking, basic math skills, and planning skills; Other: trained in CPR and clean, neat appearance

New Skills sought by some (27%) responding employers includes knowledge of special education laws.

Computer Software Skills sought by responding employers include word processing (55%), database (18%), and desktop publishing (7%).

Skills and Qualifications Important for Career Advancement

Administrator's Credential

Minimum Level of Education Required

High School or equivalent	9%
Bachelor's degree	55%
Graduate study	36%

Job Required Training

<u>Required</u>	<u>Preferred</u>	<u>Not Required</u>
36%	0%	64%

According to the CA Occupational Guide, a Regular Teaching Credential and completion of the Special Education Teacher Preparation Program (including student teaching) is required to teach in California public schools.

Training Accepted in Lieu of Experience

<u>Yes</u>	<u>No</u>
56%	44%

Experience Required

<u>Required</u>	<u>Preferred</u>	<u>Not Required</u>
27%	55%	18%

A few (18%) responding employers require an average of 13 months prior work experience.

A few (9%) responding employers accept experience in other occupations such as Substitute Teacher, Classroom Aide, and teaching at the Youth Authority.

Wages and Benefits

Union Wages

	<u>Range</u>	<u>Median</u>
New hires, no experience	\$13.35 – \$15.29	\$14.62
New hires, experienced	\$14.02 – \$20.61	\$15.57
3+ years with firm	\$14.73 – \$18.36	\$16.21

Note: the wages above exclude “outliers:” wages that are significantly higher or lower than what is reported by almost all employers.

Benefits

Almost all responding employers offer benefits.

	<u>Employer Pays All</u>		<u>Shared Cost</u>	
	FT	PT	FT	PT
Paid Sick Leave	82%	27%	18%	9%
Medical Insurance	73%	0%	27%	45%
Dental Insurance	64%	0%	36%	45%
Vision Insurance	64%	0%	27%	45%
Paid Vacation	45%	9%	0%	0%
Retirement Plan	36%	0%	55%	27%
Life Insurance	27%	0%	9%	9%
Income Protection	9%	0%	0%	9%

Hours

Almost all (94%) covered employees in this occupation work full-time – 38 hours/week, weighted average. A few (6%) work part-time – 20 hours/week, weighted average.

Almost all firms have a day shift and a few have an evening shift.

Recruitment Strategies

The three recruitment strategies most successfully used by employers include:

Newspaper Ads	90%
Colleges and Universities	80%
Internet	50%

Other Relevant Information

Career Track

Many (45%) of the responding employers promote their Teachers, Special Education to Administrator/Vice Principal (with additional credential), or other positions in the school.

Employee Profile

85% Female
91% Union

State Outlook

This occupation ranks among the top fifty largest and fastest growth occupations in California, projected to grow at 57% from 1993-2005. Shortages exist primarily in Los Angeles and many rural counties.

Where the Jobs Are

Elementary and Secondary Schools (SIC 8211)

Related DOT codes

See Appendix A

California Occupational Guide Number

110

Training Providers (Refer to Appendix E for Contact Information)

California Polytechnic State University
Programs: Education, General
Special Education, General

Technical Assistants, Library

OES 315050

13 Firms Responded
153 Jobs Represented

Job Description

Library Technical Assistants assist librarians by furnishing information on library sciences, facilities, and rules; by assisting readers in the use of card catalogs and indexes to locate books and other materials; and by answering questions that require only brief consultation of standard reference. They may train and supervise clerical staff or catalog books.

Common Job Titles

Library Technician/Clerk

Employment Trends

Occupation Size: Medium (110 – 140)

Growth Rate: Much faster than average (27.3%)

Labor Supply & Demand Assessment

Degree of difficulty in finding qualified applicants:

Most firms indicate that it is moderately difficult to find applicants. Some firms indicate it is not difficult.

Local Outlook

Employer demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times and applicants may find little competition in their job search.

All respondents expect employment in this occupation to remain stable over the next two years.

Source of Filled Vacancies

Of the 18 positions filled in the past 12 months, 50% were hired to fill vacated positions, 44% were hired due to promotions, and 6% were hired to fill temporary positions.

Employer Requirements

Skills and Qualifications Reported as Very Important

Skills in: English grammar and spelling, legible handwriting, and reading/comprehension;
Other: trained in CPR and first aid

New Skills sought by a few (8%) responding employers includes familiarity with the Internet.

Computer Software Skills sought by responding employers include word processing (85%), database (46%), spreadsheet (38%), desktop publishing (23%), and other (8%) such as cataloguing index and the Internet.

Skills and Qualifications Important for Career Advancement

Accuracy, education in Library Sciences, typing skills, thorough knowledge of the collection, classification catalogue, and computer

Minimum Level of Education Required

High School or equivalent	77%
Associate degree	23%

Job Required Training

<u>Required</u>	<u>Preferred</u>	<u>Not Required</u>
23%	46%	31%

Most responding employers require an average of 11 months of training in library sciences.

Training Accepted in Lieu of Experience

<u>Yes</u>	<u>No</u>
36%	64%

Experience Required

<u>Required</u>	<u>Preferred</u>	<u>Not Required</u>
31%	54%	15%

Some (31%) responding employers require an average of 19 months prior work experience.

Many (50%) responding employers accept experience in other occupations such as clerical, positions working with children, or/and library experience.

Technical Assistants, Library

Researched in 1999

Wages and Benefits

Union Wages

	<u>Range</u>	<u>Median</u>
New hires, no experience	\$8.06 – \$12.62	\$8.86
New hires, experienced	\$8.16 – \$13.23	\$10.68
3+ years with firm	\$9.34 – \$16.02	\$11.75

Benefits

	<u>Employer Pays All</u>		<u>Shared Cost</u>	
	FT	PT	FT	PT
Paid Sick Leave	62%	54%	15%	31%
Paid Vacation	62%	46%	15%	31%
Medical Insurance	38%	15%	38%	62%
Dental Insurance	38%	8%	38%	54%
Vision Insurance	38%	8%	38%	62%
Life Insurance	31%	0%	0%	15%
Retirement Plan	23%	15%	46%	62%

Hours

Some (38%) covered employees in this occupation work full-time – 40 hours/week, weighted average. Some (33%) work part-time – 22 hours/week, weighted average. Some (29%) work temporary/on-call – 18 hours/week, weighted average.

All firms have a day shift and a few have a shift on Saturdays.

Recruitment Strategies

The three recruitment strategies most successfully used by employers include:

Newspaper Ads	91%
Walk-in Applicants	45%
Internet	36%

Other Relevant Information

Career Track

Many (54%) of the responding employers do not promote their Technical Assistants, Library. Many others (46%) promote those that obtain additional education to a higher level Tech in the series, or to Librarian.

Employee Profile

86% Female
92% Union

State Outlook

This occupation is expected to grow 19% between 1993-2005. There will be an estimated 2,480 jobs created and additional 6,800 positions opened due to separations by 2005.

Where the Jobs Are

Elementary and Secondary Schools (SIC 8211), Local Government (SIC 9030), Colleges and Universities (SIC 8221), and Junior Colleges (SIC 8222)

Related DOT codes

See Appendix A

California Occupational Guide Number

417

Training Providers (Refer to Appendix E for Contact Information)

Cuesta College
Programs: Library Science, Other
Library Science/Librarianship

Technical Writers

OES 340050

15 Firms Responded
24 Jobs Represented

Job Description

Technical Writers write or edit technical materials, such as equipment manuals, appendices, and operating and maintenance instructions. They may oversee the preparation of illustrations, photographs, diagrams, and charts and assist in layout work.

Common Job Titles

Technical Writer or Writer

Wages and Benefits

Non-Union Wages

	Range	Median
New hires, no experience	\$9.00 – \$19.18	\$12.79
New hires, experienced	\$9.00 – \$25.43	\$15.98
3+ years with firm	\$11.00 – \$30.68	\$20.14

Other forms of compensation paid by most employers include commissions and bonuses ranging from an additional \$.19 to \$17.26 per hour.

Benefits

	Employer Pays All		Shared Cost	
	FT	PT	FT	PT
Medical Insurance:	27%	0%	47%	0%
Dental Insurance:	27%	0%	40%	0%
Vision Insurance:	7%	0%	33%	0%
Life Insurance:	13%	0%	33%	0%
Paid Sick Leave:	60%	0%	13%	0%
Paid Vacation:	67%	0%	7%	0%
Retirement Plan:	13%	0%	47%	0%
Child Care:	0%	0%	0%	0%

Other benefits offered include profit sharing paid by a few employers.

Unionization

100% Non-Union

Hours

Most (67%) employees in this occupation work full time – 42 hours/week, weighted average while some employees work temporary on call for 22 hours/week, weighted average, a few part time employees work 30 hours/week, weighted average, and a few seasonal employees work 40 hours/week weighted average.

Shifts

Almost all employees (93%) work the day shift, while a few employees work swing shifts.

Employer Requirements

Minimum Level of Education Required

High School or Equivalent	47%
Associate Degree	13%
Bachelor Degree	40%

Job Required Training

Required	33%
Not Required	47%
Preferred	20%

Technical or vocational training required by some responding employers includes an average of 15 months in technical writing training programs, computer science and desktop publishing.

Training as a Substitute for Previous Work Experience

Yes	43%
No	57%

Experience Required

Required	60%
Not Required	7%
Preferred	33%

Most (62%) of responding employers accept experience in other occupations to meet their minimum requirement.

The employers who seek work experience require one to three years of previous work experience in a related field.

Skills Information

Skills in: technical skills, writing skills, grammar and product knowledge

New skills sought by a few employers were new software skills and multi-lingual language skills.

Computer software skills sought by responding employers include word processing (93%), spreadsheet (47%), database (53%), desktop publishing (40%), and other skills in drawing software such as Corel.

Employment Trends

Supply & Demand Assessment

Degree of difficulty in finding qualified applicants:

The surveyed employers indicate that it is moderately difficult to find both inexperienced and fully experienced qualified applicants.

The three recruitment strategies most successfully used by employers include:

Newspaper Ads	67%
Employee Referrals	60%
In-House Promotion or Transfer	33%

Turnover

21%

Occupation Size

The information is not available for non-OES occupations.

Employee Profile

33% Female
67% Male

Where the Jobs Are

SIC 7371 – Computer Programming Services
SIC 7373 – Computer Integrated Systems Design
SIC 7372 – Packaged Software

Projections

Growth Rate: The information is not available for non-OES occupations.

In the last 12 months, percentage of firms whose employment:

Declined	13%
Remained Stable	40%
Grew	47%

Source of Filled Vacancies:

Of the 19 positions filled in the past 12 months, 5% were hired to fill positions vacated by individuals who were promoted, 21% were hired to fill vacated positions, 37% were hired to fill new positions, and 37% were hired to fill temporary positions.

Next 24 Months:

Employment in this occupation is not expected to decline. Most employers (67%) stated that they expected employment in this occupation to remain stable, while some (33%) expect employment to grow.

Other Relevant Information

Career Track

Most employers (67%) promote their employees to higher level positions such as Senior Technical Writer, Technical Publication Coordinator or Management Positions.

Skills Important for Career Advancement

Firm experience, management skills, and technical background

State Outlook

Between 1998 and 2008, this occupation is expected to grow 34.2% while the total growth for all the occupations is expected to grow 23.6% during this period in California.

Related DOT Codes

See Appendix A

Training Providers (Refer to Appendix E for Contact Information)

Atascadero Adult School

Programs: *English Language and Literature, General English Language and Literature/Letters, Other*

California Coast Language Academy

Programs: *English Language and Literature/Letters, Other*

California Polytechnic State University

Programs: *English Language and Literature, General*

California Polytechnic State University, Extended Studies

Programs: *English Technical and Business Writing*

Cuesta College

Programs: *English Language and Literature/Letters, Other*

Telemarketers, News and Street Vendors, Telephone Solicitors, Door-to-Door Sales Workers and Other Related Workers

OES 490260

6 Firms Responded
65 Jobs Represented

Job Description

Telemarketers, News and Street Vendors, Telephone Solicitors, Door-to-Door Sales Workers and Other Related Workers deliver newspapers to subscribers; solicit orders for merchandise or service over telephone; or sell products, such as food and jewelry on the street, door-to-door, or at places of recreation and amusement.

Common Job Titles

Telesales, Account Coordinator/Executive, and Sales Representative

Wages and Benefits

Non-Union Wages

	Range	Median
New hires, no experience	\$5.75 – \$14.10	\$6.75
New hires, experienced	\$6.00 – \$10.00	\$7.50
3+ years with firm	\$7.00 – \$21.58	\$12.00

Other forms of compensation paid by a few employers include bonuses and commissions ranging from an additional \$.58 to \$15.00 per hour.

Benefits

	Employer Pays All		Shared Cost	
	FT	PT	FT	PT
Medical Insurance:	50%	0%	17%	0%
Dental Insurance:	17%	0%	17%	0%
Vision Insurance:	17%	0%	0%	0%
Life Insurance:	17%	0%	17%	0%
Paid Sick Leave:	33%	0%	0%	0%
Paid Vacation:	83%	0%	0%	0%
Retirement Plan:	17%	0%	33%	0%
Child Care:	0%	0%	17%	0%

Unionization

100% Non-Union

Hours

Most (67%) employees in this occupation work full time – 40 hours/week, weighted average while the part time employees work 20 hours/week, weighted average and temporary employees work 31 hours/week, weighted average.

Shifts

All employees (100%) work the day shift, while a few employees also have some flexibility in their schedule.

Employer Requirements

Minimum Level of Education Required

Less Than High School	50%
High School or Equivalent	33%
Bachelor Degree	17%

Job Required Training

Required	0%
Not Required	100%
Preferred	0%

Technical or vocational training is not required or preferred by responding employers.

Training as a Substitute for Previous Work Experience

Yes	75%
No	25%

Experience Required

Required	0%
Not Required	33%
Preferred	67%

Most (75%) of responding employers accept experience in other occupations to meet their minimum requirement.

The employers who prefer work experience look for three months to one year of previous work experience.

Skills Information

Skills in: interpersonal communication skills, organization skills, phone skills, and diplomacy

New skills include excellent verbal communication and clear enunciation.

Computer software skills were sought by only a few employers including word processing (67%), spreadsheet (33%), and database (33%).

Telemarketers, News and Street Vendors, Telephone Solicitors, Door-to-Door Sales Workers and Other Related Workers

Researched in 2000

Employment Trends

Supply & Demand Assessment

Degree of difficulty in finding qualified applicants:

The surveyed employers indicate that it is moderately difficult to find inexperienced qualified applicants. No firms surveyed sought fully experienced and qualified applicants solely.

The three recruitment strategies most successfully used by employers include:

Newspaper Ads	100%
Employee Referrals	83%
Walk-In Applicants	33%

Turnover

12%

Occupation Size

Medium (130 – 140)

Employee Profile

62% Female

38% Male

Where the Jobs Are

SIC 5961 – Catalog and Mail Order Services

Projections

Growth Rate: Slower than Average (7.7%)

In the last 12 months, percentage of firms whose employment:

Declined	0%
Remained Stable	17%
Grew	83%

Source of Filled Vacancies:

Of the 51 positions filled in the past 12 months, 16% were hired to fill vacated positions, 49% were hired to fill new positions, and 35% were hired to fill temporary positions.

Next 24 Months:

A few employers (17%) in this occupation expect this occupation to decline. A few employers (17%) stated that they expected employment in this occupation to remain stable, while most employers (67%) expect employment to grow.

Other Relevant Information

Career Track

Almost all employers (83%) promote their employees to higher level positions such as Account Executives, Account Managers, and Supervisors.

Skills Important for Career Advancement

Interpersonal skills, sales skills and management skills

State Outlook

Between 1998 and 2008, this occupation is expected to grow 51.7% while the total growth for all the occupations is expected to grow 23.6% during this period in California.

Related DOT Codes

See Appendix A

Training Providers (Refer to Appendix E for Contact Information)

Huffman Institute

Programs: General Selling Skills and Sales Operations

Shoreline Occupational Services/Goodwill Industries

Programs: General Selling Skills and Sales Operations
General Retailing Operations

Telephone and Cable T.V. Line Installers and Repairers

OES 857020

8 Firms Responded
75 Jobs Represented

Job Description

Telephone and Cable TV Line Installers and Repairers install and repair telephone and telegraph lines, television distribution cables, poles, and related equipment such as supports, insulation, and guywire systems. Other duties include locating and repairing defects in existing systems, and placing, rearranging, and removing underground or aerial cables.

Common Job Titles

Technicians, Communications Technicians, Equipment Technicians, Telecom Technicians, Cable Television Installers, Telecommunications Installers, and Telephone Installers

Wages and Benefits

All Employers Wages (Union and Non-Union)

	<u>Range</u>	<u>Median</u>
New hires, no experience	\$9.50 – \$10.50	\$10.00
New hires, experienced	\$10.00 – \$16.85	\$12.50
3+ years with firm	\$12.49 – \$20.00	\$16.00

Benefits

	<u>Employer Pays All</u>		<u>Shared Cost</u>	
	FT	PT	FT	PT
Medical Insurance:	63%	0%	37%	0%
Dental Insurance:	38%	0%	50%	0%
Vision Insurance:	13%	0%	13%	0%
Life Insurance:	25%	0%	13%	0%
Paid Sick Leave:	25%	0%	13%	0%
Paid Vacation:	63%	0%	13%	0%
Retirement Plan:	25%	0%	25%	0%
Child Care:	0%	0%	0%	0%

Unionization

88% Non-Union

Hours

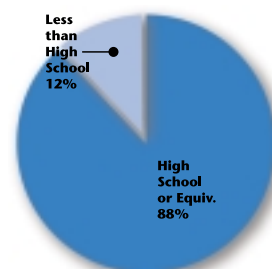
Almost all (99%) employees in this occupation work full time – 40 hours/week, weighted average and a few employees work part time – 20 hours/week, weighted average.

Shifts

All (100%) responding employers offer day shifts.

Employer Requirements

Minimum Level of Education Required



Experience in the Occupation

Required	25%
Not Required	50%
Preferred	25%

Many responding employers require or prefer an average of 12 months of prior work experience. Many (50%) responding employers accept experience in other occupations, such as Computer Networking Specialists, Television Repair Technicians, or Military Communications Technicians, to meet their minimum requirement.

Training as a Substitute for Previous Work Experience

Yes	25%
No	75%

Technical or Vocational Training

Required	0%
Not Required	75%
Preferred	25%

Some responding employers prefer an average of 4 months of line installation training.

Skills Information

Skills in: problem solving and applying microwave technology; Ability to: operate electrical testing equipment, climb poles, work on-call, and read blueprints and schematics

New skills sought by a few employers were cable pulling and cable termination.

Computer software skills were sought by some employers in telephone systems and operating system (Microsoft DOS) programs.

Telephone and Cable T.V. Line Installers and Repairers

Researched in 2001

Employment Trends

Supply & Demand Assessment

Most (77%) employers found hiring inexperienced qualified applicants to be very difficult, weighted average. Some (23%) employers found hiring experienced qualified applicants to be very difficult, weighted average.

In the last 12 months, percentage of firms whose employment in this occupation:

Declined	0%
Remained Stable	63%
Grew	37%

Sources of Filled Vacancies:

Of the 25 positions filled in the last 12 months, 68% were hired to fill new positions and 32% were hired to fill vacated positions.

Turnover

14%

The three recruitment strategies most successfully used by employers include:

Newspaper Ads	100%
Employee Referrals	75%
Walk-In Applicants	63%

Occupation Size

Large (280 – 370)

Employee Profile

100% Male
0% Female

Where the Jobs Are

SIC 1623 – Water, Sewer, Pipeline, and Communications and Power Line Construction

SIC 1731 – Electrical Work

SIC 4813 – Telephone Communications, Except Radiotelephone

SIC 4841 – Cable and Other Pay Television Services

SIC 7389 – Business Services

Projections

1999 – 2006 Growth Rate:

Much faster than average (32.1%)

Over the Next 24 Months:

Many (50%) employers expect employment in this occupation to remain stable and many (50%) employers expect employment in this occupation to grow.

Other Relevant Information

Promotional Opportunities

Most (75%) employers promote their employees to higher level positions, such as: Equipment Support Specialists, Sales Engineers, Lead Technicians, Foremen, Supervisors, and Area Managers.

Skills Important for Career Advancement

Troubleshooting, multi-tasking, initiative, leadership, and management skills

State Outlook

Between 1998 and 2008, this occupation is expected to grow 28.1% while the total growth for all the occupations is expected to grow 23.6% during this period in California.

Related DOT Codes

See Appendix A

California Occupational Guide Number

None

Training Providers (Refer to Appendix E for Contact Information)

California Polytechnic State University

Programs: *Electrical, Electronic and Communications Engineering Technology/Technician*
Electrical, Electronics and Communications Engineering

Cuesta College

Programs: *Electrical, Electronic and Communications Engineering Technology/Technician*

International Brotherhood of Electrical Workers Local 639

Programs: *Electrician*

Opportunities Unlimited

Programs: *Business Systems Networking and Telecommunications*

Tellers

OES 531020

16 Firms Responded
309 Jobs Represented

Job Description

Tellers receive and pay out money, and keep records of money and negotiable instruments involved in various financial institutions' transactions.

Common Job Titles

Customer Service Representatives, Drive-up Cashiers, Tellers, Vault Tellers, Senior Tellers, and Member Services Officers

Wages and Benefits

Non-Union Wages

	<u>Range</u>	<u>Median</u>
New hires, no experience	\$7.00 – \$10.70	\$8.00
New hires, experienced	\$8.50 – \$10.70	\$9.50
3+ years with firm	\$8.50 – \$12.35	\$11.00

Other forms of compensation paid by a few employers include bonuses ranging from an additional \$0.24 to \$1.15 per hour.

Benefits

	<u>Employer Pays All</u>		<u>Shared Cost</u>	
	FT	PT	FT	PT
Medical Insurance:	38%	31%	31%	25%
Dental Insurance:	44%	31%	31%	25%
Vision Insurance:	38%	31%	31%	25%
Life Insurance:	38%	31%	25%	19%
Paid Sick Leave:	63%	38%	13%	13%
Paid Vacation:	69%	44%	13%	13%
Retirement Plan:	19%	25%	38%	31%
Child Care:	0%	0%	6%	6%

Other benefits offered include long-term disability and flexible plans.

Unionization

100% Non-Union

Hours

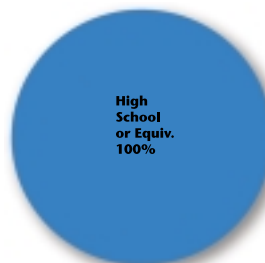
Many (51%) employees in this occupation work part time – 27 hours/week, weighted average, many (48%) work full time – 40 hours/week, weighted average, and a few work temporary – 13 hours/week, weighted average.

Shifts

All (100%) responding employers offer day shifts.

Employer Requirements

Minimum Level of Education Required



Experience in the Occupation

Required	6%
Not Required	50%
Preferred	44%

Many responding employers require or prefer an average of 9 months of prior work experience. Most (71%) responding employers accept experience in other occupations, such as Cashiers and customer related occupations, to meet their minimum requirement.

Training as a Substitute for Previous Work Experience

Yes	37%
No	63%

Technical or Vocational Training

Required	0%
Not Required	88%
Preferred	12%

A few responding employers prefer an average of 8 months of computer training.

Skills Information

Skills in: record keeping and customer service;
Ability to: operate 10-key adding machine by touch and perform repetitive work

New skills sought by most employers were communications, sales, banking, and math skills.

Computer software skills were sought by some employers in word processing and a few employers sought computer software skills in spreadsheet, database, and operating system (Microsoft Windows) programs.

Employment Trends

Supply & Demand Assessment

Almost all (94%) employers found hiring inexperienced qualified applicants to be moderately difficult, weighted average. A few (6%) employers found hiring experienced qualified applicants to be moderately difficult, weighted average.

In the last 12 months, percentage of firms whose employment in this occupation:

Declined	0%
Remained Stable	50%
Grew	50%

Sources of Filled Vacancies:

Of the 156 positions filled in the last 12 months, 68% were hired to fill vacated positions, 19% were hired to fill vacated positions due to promotions, 11% were hired to fill new positions, and 2% were hired to fill temporary positions.

Turnover

47%

The three recruitment strategies most successfully used by employers include:

Employee Referrals	81%
Newspaper Ads	75%
Walk-In Applicants	69%

Occupation Size

Very Large (590 – 680)

Employee Profile

88% Female

12% Male

Where the Jobs Are

SIC 6021 – National Commercial Banks

SIC 6022 – State Commercial Banks

SIC 6035 – Savings Institutions, Federally Chartered

SIC 6061/6062 – Credit Unions

SIC 6141 – Personal Credit Institutions

Projections

1999 – 2006 Growth Rate:

Average (15.3%)

Over the Next 24 Months:

Many (56%) employers expect employment in this occupation to remain stable, some (38%) employers expect employment in this occupation to grow, and a few (6%) employers expect employment in this occupation to decline.

Other Relevant Information

Promotional Opportunities

Almost all (94%) employers promote their employees to higher level positions, such as: Loan Clerks, New Account Representatives, Personal Bankers, Supervisors, and Branch Managers.

Skills Important for Career Advancement

Customer relations, communications, sales, knowledge of bank products, organizational, and computer skills

State Outlook

Between 1998 and 2008, this occupation is expected to decline 2.4% while the total growth for all the occupations is expected to grow 23.6% during this period in California.

Related DOT Codes

See Appendix A

California Occupational Guide Number

109

Training Providers (Refer to Appendix E for Contact Information)

Unavailable

Wholesale and Retail Buyers – Except Farm Products

OES 213020

17 Firms Responded
55 Jobs Represented

Job Description

Wholesale and Retail Buyers – except Farm Products buy merchandise or commodities (other than farm products) for resale to consumers at the wholesale or retail level, including both durable and non-durable goods. They analyze past buying trends, sales records, and the price and quality of merchandise to determine value and yield. Buyers select, order, and authorize payment of merchandise according to contractual agreements. They may conduct meetings with sales personnel and introduce new products. This category does not include Assistant Buyers.

Common Job Titles

Buyer, Purchasing Agent, and Inventory Control Clerk

Wages and Benefits

Non-Union Wages

	<u>Range</u>	<u>Median</u>
New hires, no experience	\$5.75 – \$13.33	\$9.59
New hires, experienced	\$6.50 – \$17.78	\$12.00
3+ years with firm	\$8.25 – \$23.01	\$15.00

Other forms of compensation paid by a few employers include bonuses ranging from an additional \$.75 to \$2.56 per hour.

Benefits

	<u>Employer Pays All</u>		<u>Shared Cost</u>	
	FT	PT	FT	PT
Medical Insurance:	41%	0%	59%	0%
Dental Insurance:	18%	0%	41%	0%
Vision Insurance:	0%	0%	18%	0%
Life Insurance:	29%	0%	6%	0%
Paid Sick Leave:	65%	0%	0%	0%
Paid Vacation:	88%	0%	0%	0%
Retirement Plan:	47%	0%	12%	0%
Child Care:	0%	0%	0%	0%

Unionization

100% Non-Union

Hours

Almost all (87%) employees in this occupation work full time – 40 hours/week, weighted average while a few part-time employees work 11

hours/week, weighted average, and temporary employees work 13 hours/week, weighted average.

Shifts

All employees (100%) work the day shift.

Employer Requirements

Minimum Level of Education Required

Less Than High School	12%
High School or Equivalent	65%
Associate Degree	18%
Bachelor Degree	6%

Job Required Training

Required	0%
Not Required	94%
Preferred	6%

Technical or vocational training preferred by few responding employers includes an average of 9 months in electronics.

Training as a Substitute for Previous Work Experience

Yes	56%
No	44%

Experience Required

Required	47%
Not Required	6%
Preferred	47%

Many (40%) of responding employers accept experience in other occupations to meet their minimum requirement.

The employers who seek work experience require three months to two years of previous work experience in a related field.

Skills Information

Skills in: negotiation, forecasting industry trends and interpersonal skills

New skills sought by a few employers were knowledge of style and color and cost analysis.

Computer software skills sought by responding employers include word processing (63%), spreadsheet (75%), database (56%), desktop publishing (13%), and various other inventory control programs.

Wholesale and Retail Buyers – Except Farm Products

Researched in 2000

Employment Trends

Supply & Demand Assessment

Degree of difficulty in finding qualified applicants:

The surveyed employers indicate that it is very difficult to find fully experienced qualified applicants and only moderately difficult to find inexperienced applicants.

The three recruitment strategies most successfully used by employers include:

In-House Promotion or Transfer	71%
Newspaper Ads	76%
Employee Referrals	41%

Turnover

9%

Occupation Size

Small (100 – 110)

Employee Profile

44% Female

56% Male

Where the Jobs Are

SIC 5141 Groceries

SIC 59 Retail stores

Projections

Growth Rate: Slower than average (10.0%)

In the last 12 months, percentage of firms whose employment:

Declined 12%

Remained Stable 59%

Grew 29%

Source of Filled Vacancies:

Of the 10 positions filled in the past 12 months, 50% were hired to fill vacated positions and 50% were hired to fill new positions.

Next 24 Months:

Employment in this occupation is not expected to decline. Most employers (76%) stated that they expected employment in this occupation to remain stable, while some employers (24%) expect employment to grow.

Other Relevant Information

Career Track

Many employers (47%) promote their employees to higher level positions such as Purchasing Manager and Inventory Analyst.

Skills Important for Career Advancement

People skills, communication, industry experience, creativity, negotiations, and building good supplier relationships

State Outlook

Between 1998 and 2008, this occupation is expected to grow 11.8% while the total growth for all the occupations is expected to grow 23.6% during this period in California.

Related DOT Codes

See Appendix A

Training Providers (Refer to Appendix E for Contact Information)

California Polytechnic State University

Programs: *Marketing Management and Research, Other*

California Polytechnic State University, Extended Studies

Programs: *Marketing Management and Research, Other*

Cuesta College

Programs: *Marketing Operations/Marketing and Distribution, Other*

Huffman Institute

Programs: *Marketing Operations/Marketing and Distribution, Other*

Shoreline Occupational Services/Goodwill Industries

Programs: *General Retailing Operations*

OES 211140 Accountants and Auditors

DOT Code	DOT Title	DOT Code	DOT Title
160.162-010	Accountant, Tax	160.162-034	Auditor, Internal
160.162-022	Accountant, Budget	160.167-050	Revenue Agent
160.162-026	Accountant, Cost		

OES 531230 Adjustment Clerks

DOT Code	DOT Title	DOT Code	DOT Title
191.167-022	Service Representative	241.367-034	Tire Adjuster
241.267-034	Investigator, Utility-Bill Complaint	241.387-010	Claims Clerk
241.367-014	Customer-Complaint Clerk		

OES 130140 Administrative Services Managers

DOT Code	DOT Title	DOT Code	DOT Title
162.117-014	Contract Administrator	188.117-122	Property-Utilization Manager
163.167-026	Property-Disposal Officer	188.167-106	Unclaimed Property Officer
169.167-034	Manager, Office	189.167-022	Manager, Department
187.117-062	Radiology Administrator	189.167-030	Program Manager

OES 680140 Amusement and Recreation Attendants

DOT Code	DOT Title	DOT Code	DOT Title
195.367-030	Recreation Aide	342.667-010	Wharf Attendant
340.367-010	Desk Clerk, Bowling Floor	342.667-014	Attendant, Arcade
340.477-010	Racker	342.677-010	Ride Attendant
341.367-010	Recreation-Facility Attendant	343.367-010	Card Player
341.464-010	Skate-Shop Attendant	343.464-010	Gambling Dealer
341.665-010	Ski-Tow Operator	343.467-010	Cardroom Attendant I
341.677-010	Caddie	343.467-014	Floor Attendant
341.683-010	Golf-Range Attendant	343.467-022	Keno Writer
342.257-010	Weight Guesser	343.577-010	Cardroom Attendant II
342.657-010	Barker	349.664-010	Amusement Park Worker
342.657-014	Game Attendant	349.674-010	Animal-Ride Attendant
342.663-010	Ride Operator	349.677-010	Cabana Attendant
342.665-010	Fun-House Operator	349.677-014	Coach Driver

OES 939560 Assemblers & Fabricators – Except Machine, Electrical & Precision

DOT Code	DOT Title	DOT Code	DOT Title
518.684-022	Wax-Pattern Assembler	700.684-082	Watch-Band Assembler
580.684-010	Blocker, Hand I	700.687-010	Bench Worker, Hollow Handle
580.684-014	Blocker, Hand II	700.687-026	Charger II
585.687-022	Patcher	701.687-010	Assembler
669.364-010	Inspector, Assembly	703.684-014	Cupboard Builder
669.682-014	Barrel Assembler	703.685-010	Pail Bailer
692.685-118	Light-Bulb Assembler	706.484-010	Drapery-Rod Assembler
692.685-218	Thermostat-Assembly-Machine-Tender, Automatic	706.684-018	Assembler, Product
700.684-014	Assembler	706.684-022	Assembler, Small Products I
700.684-042	Hollow-Handle-Knife Assembler	706.684-030	Atomizer Assembler
700.684-070	Silverware Assembler	706.684-034	Bar and Filler Assembler
		706.684-042	Bench Assembler

Appendix A *(continued)*

OES to DOT Conversion

OES 535080 Bill And Account Collectors

DOT Code	DOT Title	DOT Code	DOT Title
241.357-010	Collection Clerk	241.367-022	Repossessor
241.367-010	Collector		

OES 553380 Bookkeeping, Accounting and Auditing Clerks, Incl. Bookkeepers

DOT Code	DOT Title	DOT Code	DOT Title
209.687-010	Checker II	216.362-034	Reserves Clerk
210.362-010	Distribution-Accounting Clerk	216.362-038	Electronics Funds Transfer Coordinator
210.367-010	Account-Information Clerk	216.362-042	Margin Clerk I
210.367-014	Foreign-Exchange-Position Clerk	216.382-022	Budget Clerk
210.382-010	Audit Clerk	216.382-026	Clearing-House Clerk
210.382-014	Bookkeeper	216.382-058	Returned-Item Clerk
210.382-030	Classification-Control Clerk	216.482-010	Accounting Clerk
210.382-038	Credit-Card Clerk	216.482-026	Dividend-Deposit-Voucher Clerk
210.382-042	Fixed-Capital Clerk	216.587-010	Booking Clerk
210.382-046	General-Ledger Bookkeeper	219.362-066	Voucher Clerk
210.382-050	Mortgage-Loan-Computation Clerk	219.367-042	Canceling and Cutting Control Clerk
210.382-054	Night Auditor	219.367-050	Letter-of-Credit Clerk
210.382-062	Securities Clerk	219.487-010	Tax Clerk
216.362-014	Collection Clerk	219.587-010	Parimutuel-Ticket Checker
216.362-022	Food-and-Beverage Controller		
216.362-026	Mortgage-Accounting Clerk		

OES 680380 Child Care Workers

DOT Code	DOT Title
355.674-010	Child Care Attendant, School
359.677-018	Nursery School Attendant
359.677-026	Playroom Attendant

OES 221210 Civil Engineers

DOT Code	DOT Title
005.061-014	Civil Engineer
005.061-034	Structural Engineer
005.061-038	Transportation Engineer
005.061-042	Waste-Management Engineer

OES 650410 Combined Food Preparation and Service Workers

DOT Code	DOT Title
311.472-010	Fast Food Worker
311.477-014	Counter Attendant, Lunchroom or Coffee Shop

Non-OES 003362999 Computer Aided Design (CAD) Technicians

DOT Code	DOT Title	DOT Code	DOT Title
001.261-010	Drafter, Architectural	003.281-014	Drafter, Electronic
005.281-010	Drafter, Civil	007.281-010	Drafter, Mechanical
003.281-010	Drafter, Electrical	017.281-034	Technical Illustrator

Non-OES 031262999 Computer Network Administrators and Managers

DOT Code	DOT Title
033.362-010	Computer Security Specialist
033.167-010	Computer Systems Hardware Analyst

OES 219080 Construction and Building Inspectors

DOT Code	DOT Title	DOT Code	DOT Title
168.167-030	Inspector, Building	168.267-010	Building Inspector
168.167-034	Inspector, Electrical	168.267-102	Plan Checker
168.167-038	Inspector, Elevators	182.267-010	Construction Inspector
168.167-046	Inspector, Heating & Refrigeration	850.387-010	Inspector of Dredging
168.167-050	Inspector, Plumbing	850.467-010	Grade Checker

OES 219020 Cost Estimators

DOT Code	DOT Title	DOT Code	DOT Title
169.267-038	Estimator	221.367-014	Estimator, Printing
221.362-018	Estimator, Paperboard Boxes	221.482-014	Lumber Estimator

OES 872020 Electricians

DOT Code	DOT Title
824.261-010	Electrician

OES 810050 First-Line Supervisors and Manager Supervisors – Construction Trades and Extractive Workers

DOT Code	DOT Title	DOT Code	DOT Title
184.167-234	Supervisor of Way	841.137-010	Supervisor, Billposting
559.134-010	Quality-Control Supervisor	842.131-010	Supervisor, Dry-Wall Application
638.131-034	Maintenance Supervisor, Mobile Battery Equipment	842.131-014	Supervisor, Lathing
801.131-010	Supervisor, Chimney Construction	842.131-018	Supervisor, Plastering
809.131-018	Supervisor, Structural-Steel Erection	842.134-010	Supervisor, Taping
819.132-010	Supervisor, Flame Cutting	850.133-010	Supervisor, Reclamation
825.131-010	Electrician Supervisor	850.137-010	Supervisor, Core Drilling
829.131-014	Electrician Supervisor	859.133-010	Supervisor, Right-Of-Way Maintenance
840.131-010	Supervisor, Painting	859.137-014	Supervisor, Pile Driving
840.131-014	Supervisor, Painting, Shipyard		

Appendix A *(continued)*

OES to DOT Conversion

OES 810050 First-Line Supervisors and Manager Supervisors – Construction Trades and Extractive Workers CONT.

DOT Code	DOT Title	DOT Code	DOT Title
859.137-018	Supervisor, Tunnel Heading	869.131-034	Tankage Supervisor
860.131-010	Supervisor, Acoustical Tile Carpenters	869.131-038	Supervisor, Swimming-Pool Maintenance
860.131-014	Supervisor, Boatbuilders, Wood	869.134-026	Supervisor, Asbestos Removal
860.131-018	Supervisor, Carpenters	869.367-010	Assistant Construction Superintendent
860.131-022	Supervisor, Joiners	899.131-010	Labor-Crew Supervisor
860.131-026	Supervisor, Mold Construction	899.131-018	Utilities-and-Maintenance Supervisor
861.131-010	Bricklayer Supervisor	899.134-010	Highway-Maintenance Supervisor
861.131-014	Chimney Supervisor, Brick	930.130-010	Tool Pusher
861.131-018	Stonemason Supervisor	930.131-010	Field Supervisor, Oil-Well Services
861.131-022	Supervisor, Marble	930.134-010	Quarry Supervisor, Dimension Stone
861.131-026	Supervisor, Terrazzo	932.132-010	Bank Boss
862.131-010	Pipe-Fitter Supervisor	932.132-014	Surface Supervisor
862.131-014	Pipe-Fitter Supervisor	939.131-010	Quarry Supervisor, Open Pit
862.131-018	Plumber Supervisor	939.132-010	Dredge Operator Supervisor
862.131-022	Supervisor, Pipelines	939.132-014	Oil-Well-Services Supervisor
862.134-014	Supervisor, Water Softener Service	939.137-022	Supervisor, Harvesting
863.134-014	Supervisor, Insulation	955.133-010	Sanitary-Landfill Supervisor
865.131-010	Glazier Supervisor	970.137-010	Supervisor, Sign Shop
866.131-010	Roofing Supervisor		
869.131-010	Cabin-Equipment Supervisor		
869.131-014	Concreting Supervisor		
869.131-018	Field-Assembly Supervisor		
869.131-022	House-Mover Supervisor		

OES 859020 Heating, Air Conditioning and Refrigeration Mechanics/Installers

DOT Code	DOT Title	DOT Code	DOT Title
637.261-014	Heating and Air-conditioning Installer	637.381-014	Refrigeration Unit Repairer
637.261-026	Refrigeration Mechanic	827.361-014	Refrigeration Mechanic
637.261-030	Solar-Energy-System Installer	862.261-018	Oil-Burner-Servicer-and Installer
637.261-034	Air and Hydronic Balancing Tech.	862.361-010	Furnace Installer
637.381-010	Evaporative-Cooler Installer	869.281-010	Furnace Installer-and Repairer

OES 983120 Helpers – Carpenters and Related Workers

DOT Code	DOT Title	DOT Code	DOT Title
821.667-010	Helper, Electrical	864.687-010	Carpet Layer Helper
859.687-010	Blaster Helper	869.687-034	House Mover Helper

OES 660110 Home Health Aides

DOT Code	DOT Title
354.377-014	Home Attendant

Non-OES 166267999 Human Resource Technicians

DOT Code	DOT Title
166.117-018	Manager, Personnel
166.167-018	Manager, Benefits
166.167-022	Manager, Compensation
166.167-026	Manager, Education and Training
166.167-034	Manager, Labor Relations

OES 927470 Industrial Truck and Tractor Operators

DOT Code	DOT Title	DOT Code	DOT Title
519.663-014	Hot-Car Operator	921.683-070	Straddle-Truck Operator
519.683-014	Larry Operator	921.683-078	Transfer-Car Operator
921.583-010	Transfer-Car Operator	929.583-010	Yard Worker
921.683-042	Front-End Loader Operator	929.683-014	Tractor Operator
921.683-050	Industrial-Truck Operator		

OES 313210 Instructors and Coaches – Sports and Physical Training

DOT Code	DOT Title
099.224-010	Instructor, Physical Education
153.227-014	Instructor, Physical
153.227-018	Instructor, Sports

OES 670050 Janitors and Cleaners – Except Maids and Housekeeping

DOT Code	DOT Title
381.687-014	Cleaner, Commercial or Institutional
381.687-018	Cleaner, Industrial
381.687-022	Cleaner, Laboratory Equipment
382.664-010	Janitor

OES 927260 Laundry and Dry-Cleaning Machine Operators and Tenders – Except Pressers

DOT Code	DOT Title	DOT Code	DOT Title
361.665-010	Washer, Machine	362.684-014	Fur Cleaner
361.682-010	Rug Cleaner, Machine	362.684-026	Leather Cleaner
361.684-010	Launderer, Hand	362.685-010	Feather Renovator
361.684-014	Laundry Worker I	364.684-010	Rug Dryer II
361.685-014	Continuous-Towel Roller	369.684-014	Laundry Operator
361.685-018	Laundry Worker II	369.685-010	Fur Blower
361.685-022	Patching-Machine Operator	369.685-014	Fur Cleaner, Machine
362.382-010	Dry-Cleaner Apprentice	589.685-038	Dry Cleaner
362.382-014	Dry-Cleaner		

OES 551020 Legal Secretaries

DOT Code	DOT Title
201.362-010	Legal Secretary (clerical)

Appendix A *(continued)*

OES to DOT Conversion

OES 325050 Licensed Vocational Nurses

DOT Code	DOT Title
079.374-014	Nurse, Licensed Practical

OES 531210 Loan and Credit Clerks

DOT Code	DOT Title	DOT Code	DOT Title
205.367-022	Credit Clerk	249.362-014	Mortgage Clerk
219.362-038	Mortgage-Closing Clerk	249.362-018	Mortgage Loan Closer
219.367-046	Disbursement Clerk	249.362-022	Mortgage Loan Processor

OES 851320 Maintenance Repairers – General Utility

DOT Code	DOT Title
637.261-014	Heating and Air Conditioning Installer
637.261-026	Refrigeration Mechanic
899.261-014	Maintenance Repairer, Industrial
899.381-010	Maintenance Repairer, Building

Non-OES 166117999 Managers, Personnel

DOT Code	DOT Title	DOT Code	DOT Title
166.117-018	Manager, Personnel	166.167-026	Manager, Education and Training
166.167-018	Manager, Benefits	166.167-034	Manager, Labor Relations
166.167-022	Manager, Compensation		

OES 130110 Marketing, Advertising, and Public Relations Managers

DOT Code	DOT Title
165.167-014	Public Relations Representative

OES 221350 Mechanical Engineers

DOT Code	DOT Title	DOT Code	DOT Title
007.061-010	Automotive Engineer	007.061-038	Applications Engineer, Manufacturing
007.061-014	Mechanical Engineer		
007.061-018	Mechanical-Design Engineer, Facilities	007.061-042	Stress Analyst
		007.161-022	Mechanical Research Engineer
007.061-022	Mechanical-Design Engineer, Products	007.161-034	Test Engineer, Mechanical Equipment
007.061-026	Tool Designer	007.161-038	Solar-Energy-Systems Designer
007.061-030	Tool-Designer Apprentice	007.267-010	Drawings Checker, Engineering
007.061-034	Utilization Engineer		

OES 660050 Medical Assistants

DOT Code	DOT Title	DOT Code	DOT Title
079.362-010	Medical Assistant	079.374-018	Podiatry Assistant
079.364-010	Chiropractor Assistant	355.667-010	Morgue Attendant

OES 329110 Medical Records Technicians

DOT Code	DOT Title
079.167-014	Medical Record Administrator
079.362-014	Medical Record Technician

OES 531050 New Account Clerks

DOT Code	DOT Title
205.362-026	Customer Service Representative

OES 660080 Nurse Aides

DOT Code	DOT Title	DOT Code	DOT Title
355.674-014	Nurse Assistant	355.674-018	Orderly

Non-OES 169167998 Office Managers

DOT Code	DOT Title
169.167-034	Office Manager

OES 874020 Painters and Paperhangers – Construction and Maintenance

DOT Code	DOT Title	DOT Code	DOT Title
840.381-010	Painter	841.381-010	Paperhanger

OES 283050 Paralegal Personnel

DOT Code	DOT Title	DOT Code	DOT Title
119.267-022	Legal Investigator	119.267-026	Paralegal

OES 553050 Receptionists and Information Clerks

DOT Code	DOT Title	DOT Code	DOT Title
203.362-014	Credit Reporting Clerk	237.367-042	Referral-and-Information Aide
205.367-038	Registrar	237.367-046	Telephone Quotation Clerk
237.267-010	Information Clerk, Auto. Club	237.367-050	Tourist-Information Assistant
237.367-010	Appointment Clerk	238.367-022	Space Scheduler
237.367-018	Information Clerk	238.367-034	Scheduler
237.367-022	Information Clerk	249.262-010	Policyholder-Information Clerk
237.367-026	Land-Leasing Examiner	249.367-082	Park Aide
237.367-038	Receptionist		

Appendix A *(continued)*

OES to DOT Conversion

OES 325020 Registered Nurses

DOT Code	DOT Title	DOT Code	DOT Title
075.124-010	Nurse, School	075.137-014	Nurse, Head
075.124-014	Nurse, Staff, Community Health	075.167-010	Nurse, Supervisor
075.127-014	Nurse, Consultant	075.264-010	Nurse Practitioner
075.127-026	Nurse, Supervisor, Community- Health Nursing	075.264-014	Nurse-Midwife
075.127-030	Nurse, Supervisor, Evening-or-Night	075.364-010	Nurse, General Duty
075.127-034	Nurse, Infection Control	075.371-010	Nurse Anaesthetist
075.137-010	Nurse, Supervisor, Occupational Health Nursing	075.374-014	Nurse, Office
		075.374-018	Nurse, Private Duty
		075.374-022	Nurse, Staff, Occupational Health Nursing

OES 273070 Residential Counselors

DOT Code	DOT Title
167.186-020	Residence Supervisor

OES 430170 Sales Agents – Selected Business Services

DOT Code	DOT Title	DOT Code	DOT Title
165.157-010	Song Plugger	252.357-010	Crating-And-Moving Estimator
236.252-010	Rep., Personal Services	252.357-014	Sales Rep., Shipping
250.357-022	Sales Rep.	253.157-010	Communications Consultant
251.157-014	Sales Rep., Data Processing Services	253.257-010	Sales Rep., Telephone Services
251.257-014	Sales Agent, Psychological Tests	253.357-010	Sales Rep., Public Utilities
251.357-010	Sales Agent, Business Services	254.357-018	Sales Rep., Printing
251.357-018	Sales Agent, Pest Control Services	259.157-014	Sales Rep., Hotel Services
251.357-022	Sales Rep., Franchise	259.257-018	Sales Rep., Elevators & Escalators
251.357-026	Sales Rep., Herbicide	259.257-022	Sales Rep., Security Systems
252.257-010	Traffic Agent	259.357-030	Sales Rep., Weather-Forecast
		259.357-038	Tobacco-Warehouse Agent

OES 490050 Sales Representatives – Scientific and Related Products and Services – Except Retail

DOT Code	DOT Title	DOT Code	DOT Title
259.257-014	Sales Rep., Electroplating	271.354-010	Sales Rep., Electric Motors
262.157-010	Pharmaceutical Detailer	271.357-010	Sales Rep., Electronic Parts
262.357-010	Sales Rep., Chemical and Drugs	272.357-010	Sales Rep., Animal-Feed Products
262.357-022	Sales Rep., Water Treatment Chemicals	272.357-014	Sales Rep., Farm and Garden Equipment
271.257-010	Sales Rep., Communication Equipment	272.357-018	Sales Rep., Poultry Equipment and Supplies
271.352-010	Sales Rep., Radiographic Inspection Equipment	273.253-010	Sales Rep., Aircraft
271.352-014	Sales Rep., Ultrasonic Equipment	273.357-010	Sales Rep., Aircraft Equipment and Parts

OES 490050 Sales Representatives – Scientific and Related Products and Services – Except Retail CONT.

DOT Code	DOT Title	DOT Code	DOT Title
273.357-026	Sales Rep., Railroad Equipment and Supplies	274.357-054	Sales Rep., Metals
274.157-010	Sales Rep., Elevators & Escalators	274.357-058	Sales Rep., Oil Field Supplies and Equipment
274.257-010	Sales Rep., Foundry and Machine Shop	274.357-070	Sales Rep., Textile Machinery
274.357-010	Sales Rep., Abrasives	274.357-074	Sales Rep., Welding Equipment
274.357-018	Sales Rep., Building Equipment and Supplies	274.357-078	Sales Rep., Wire Rope
274.357-022	Sales Rep., Construction Machinery	275.257-010	Sales Rep., Computers and EDP Systems
274.357-030	Sales Rep., Dairy Supplies	276.257-010	Sales Rep., Dental and Medical Equipment
274.357-038	Sales Rep., Industrial Machinery	276.257-014	Sales Rep., Weighing and Force Measurement
274.357-046	Sales Rep., Lubricating Equipment	276.257-022	Salesperson, Surgical Appliances
274.357-050	Sales Rep., Material-Handling Equipment	276.357-014	Sales Rep., Precision Instruments
		276.357-018	Sales Rep., Veterinarian Supplies
		299.251-010	Sales-Service Rep. Milking Machines

OES 490112 Salespersons – Retail (Except Vehicle Sales)

DOT Code	DOT Title
250.000-000 through 290.000-000	Sales Occupations, Services (Not all will apply) Miscellaneous Sales Occupations

OES 580230 Stock Clerks – Stockroom, Warehouse, Storage Yard

DOT Code	DOT Title	DOT Code	DOT Title
219.367-018	Merchandise Distributor	221.587-022	Outsole Scheduler
219.387-026	Space-and-Storage Clerk	222.167-010	Metal-Control Coordinator
219.387-030	Stock Control Clerk	222.367-014	Cut-File Clerk
221.587-018	Odd-Piece Checker		

OES 251020 Systems Analysts – Electronic Data Processing

DOT Code	DOT Title
012.167-066	Systems Analyst, Electronic Data Processing

OES 313080 Teachers – Secondary Education

DOT Code	DOT Title	DOT Code	DOT Title
091.221-010	Teacher, Industrial Arts	099.224-010	Instructor, Physical Education
091.227-010	Teacher, Secondary School	099.227-022	Instructor, Military Science

Appendix A *(continued)*

OES to DOT Conversion

OES 313110 Teachers – Special Education

DOT Code	DOT Title	DOT Code	DOT Title
094.107-010	Work-Study Coordinator, Special Education	094.227-026	Teacher, Vocational Training
094.224-010	Teacher, Hearing Impaired	094.227-030	Teacher, Learning Disabled
094.224-014	Teacher, Physically Impaired	094.267-010	Evaluator
094.224-018	Teacher, Visually Impaired	099.227-042	Teacher, Resource
094.227-010	Teacher, Emotionally Impaired	187.134-010	Supervisor, Contract-Sheltered Workshop
094.227-022	Teacher, Mentally Impaired	195.227-018	Teacher, Home Therapy

OES 315050 Technical Assistants – Library

DOT Code	DOT Title	DOT Code	DOT Title
100.367-010	Bibliographer	100.367-026	Music Librarian, International Broadcast
100.367-014	Classifier	100.387-010	Catalog Librarian
100.367-018	Library Technical Assistant		
100.367-022	Music Librarian		

OES 340050 Technical Writers

DOT Code	DOT Title
131.267-026	Writer, Technical Publications

OES 857020 Telephone and Cable TV Line Installers and Repairers

DOT Code	DOT Title	DOT Code	DOT Title
821.281-010	Cable Television Installer	822.381-018	Private Branch Exchange
822.381-010	Equipment Installer	822.381-014	Line Installer-Repairer

OES 490260 Telemarketers, News and Street Vendors, Telephone Solicitors, Door-to-Door Sales Workers and Other Related Workers

DOT Code	DOT Title	DOT Code	DOT Title
279.357-038	Salesperson – Demonstrator	291.457-014	Lounge-Car Attendant
291.157-010	Subscription Crew Leader	291.457-018	Peddler
291.357-010	Sales Rep. – Door-to-Door	291.457-022	Vendor
291.454-010	LEI Seller	292.457-010	Newspaper Carrier
291.457-010	Cigarette Vendor	299.357-014	Telephone Solicitor

OES 531020 Tellers

DOT Code	DOT Title	DOT Code	DOT Title
211.362-010	Teller, Vault	211.362-018	Teller

OES 213020 Wholesale and Retail Buyers – Except Farm Products

DOT Code	DOT Title	DOT Code	DOT Title
162.157-018	Buyer	162.157-022	Buyer, Assistant

Produced by Private Industry Council of San Luis Obispo County, Inc.

Occupational Outlook – San Luis Obispo County 1999 – 2001

Appendix B

San Luis Obispo County Occupational Projections 1999-2006 50 Occupations with the Largest Growth

OES #	Occupation	1999	2006	New Jobs	%Change
490110	Salespersons, Retail	3,840	4,630	790	20.6
490230	Cashiers	2,840	3,350	510	18
190050	General Managers, Top Executives	2,800	3,300	500	17.9
553470	General Office Clerks	2,900	3,380	480	16.6
790410	Laborers, Landscaping/Groundskeepi	1,970	2,430	460	23.4
670020	Maids And Housekeeping Cleaners	1,220	1,500	280	23
313080	Teachers—Secondary School	1,130	1,360	230	20.4
50080	Waiters And Waitresses	2,500	2,730	230	9.2
630170	Correction Officers, Jailers	870	1,080	210	24.1
971050	Truck Drivers, Light	800	1,000	200	25
313050	Teachers—Elementary School	1,440	1,630	190	13.2
971020	Truck Drivers, Heavy	730	910	180	24.7
315210	Teacher Aides, Paraprofessional	580	750	170	29.3
553050	Receptionists, Information Clerks	1,040	1,200	160	15.4
251040	Computer Support Specialists	340	490	150	44.1
670050	Janitors, Cleaners—Except Maids	1,290	1,430	140	10.9
851320	Maint Repairers, Genl Utility	980	1,120	140	14.3
325020	Registered Nurses	1,340	1,470	130	9.7
871020	Carpenters	660	790	130	19.7
340080	Pub Rel Specs, Publicity Writers	410	520	110	26.8
853020	Automotive Mechanics	620	730	110	17.7
553380	Bookkeeping, Accounting Clerks	1,640	1,740	100	6.1
630470	Guards And Watch Guards	540	640	100	18.5
650260	Cooks—Restaurant	930	1,030	100	10.8
660080	Nurse Aides, Orderlies, Attendants	650	750	100	15.4
130110	Mkting, Adv, Pub-Rel Managers	330	420	90	27.3
273110	Recreation Workers	440	530	90	20.5
490170	Counter And Rental Clerks	330	420	90	27.3
531020	Tellers	590	680	90	15.3
539050	Teacher Aides & Educ Assts, Cleric	410	500	90	22
551080	Secretaries, General	1,230	1,320	90	7.3
660050	Medical Assistants	340	430	90	26.5
810050	First-Line Sup/Mgr-Construction	340	430	90	26.5
857020	Telephone, Cable Tv Installers	280	370	90	32.1
874020	Painters, Paperhangers—Const	380	470	90	23.7
273050	Social Wkrs—Ex Med, Psychiatric	310	390	80	25.8
313030	Teachers, Preschool	360	440	80	22.2
490080	Sales Reps, Non-Scientific Ex Ret	370	450	80	21.6
580230	Stock Clerks—Stockroom, Warehouse	520	600	80	15.4
630140	Police Patrol Officers	300	380	80	26.7
939560	Assemb, Fabricators—Ex Mach,Elect	390	470	80	20.5
989020	Hand Packers And Packagers	380	460	80	21.1
251020	Systems Analysts—Elec Data Proc	160	230	70	43.8
430140	Sales Agents—Financial Services	140	210	70	50
580280	Traffic, Shipping, Receiving Clks	570	640	70	12.3
650380	Food Preparation Workers	1,220	1,290	70	5.7
983120	Helpers—Carpenters And Related	250	320	70	28
150050	Education Administrators	420	480	60	14.3
211140	Accountants And Auditors	450	510	60	13.3
273070	Residential Counselors	270	330	60	22.2

Source: Table 4 – Occupational Projections for San Luis Obispo County Published by Employment Development Department/Labor Market Information Division (March 2000 Benchmark.) Excludes not elsewhere classified (NEC) categories and occupations with employment of less than 100 in 2006.

Produced by Private Industry Council of San Luis Obispo County, Inc.

Occupational Outlook – San Luis Obispo County 1999 – 2001

Appendix C

San Luis Obispo County Occupational Projections 1999-2006 50 Occupations with the Fastest Growth

OES #	Occupation	1999	2006	New Jobs	%Change
430140	Sales Agents—Financial Services	140	210	70	50
251040	Computer Support Specialists	340	490	150	44.1
251020	Systems Analysts—Elec Data Proc	160	230	70	43.8
221270	Computer Engineers	120	170	50	41.7
680210	Ushers, Lobby Attendants	120	170	50	41.7
979560	Operating Engineers	150	210	60	40
531050	New Accounts Clerks	100	140	40	40
859020	Heating, Ac, Refrig Mechanics	140	190	50	35.7
927260	Lndry, Dryclean Mach Ops—Ex Press	150	200	50	33.3
130170	Engineer, Math, And Nat Sci Mgrs	90	120	30	33.3
283050	Paralegal Personnel	90	120	30	33.3
857020	Telephone, Cable Tv Installers	280	370	90	32.1
273080	Human Services Workers	160	210	50	31.3
929740	Packaging, Filling Mach Ops, Tndrs	160	210	50	31.3
219020	Cost Estimators	100	130	30	30
315210	Teacher Aides, Paraprofessional	580	750	170	29.3
680050	Hairdressers, Hairstylists	140	180	40	28.6
983120	Helpers—Carpenters And Related	250	320	70	28
130110	Mkting, Adv, Pub-Rel Managers	330	420	90	27.3
490170	Counter And Rental Clerks	330	420	90	27.3
340080	Pub Rel Specs, Publicity Writers	410	520	110	26.8
630140	Police Patrol Officers	300	380	80	26.7
680380	Child Care Workers	150	190	40	26.7
931140	Electrical Equip Assemblers—Prec	150	190	40	26.7
979380	Grader, Dozer, Scraper Operators	150	190	40	26.7
983150	Helpers—Plumbers And Related	150	190	40	26.7
660050	Medical Assistants	340	430	90	26.5
810050	First-Line Sup/Mgr-Construction	340	430	90	26.5
273050	Social Wkrs—Ex Med, Psychiatric	310	390	80	25.8
971050	Truck Drivers, Light	800	1,000	200	25
313110	Teachers—Special Education	200	250	50	25
490050	Sales Reps, Scientific—Ex Retail	160	200	40	25
531230	Adjustment Clerks	160	200	40	25
430170	Sales Agents—Sel Bus Services	120	150	30	25
325110	Physician's Assistants	80	100	20	25
340350	Artists And Related Workers	80	100	20	25
490260	Telemarketers, Solicitors & Relate	80	100	20	25
580260	Order Fillers—Whle & Ret Sales	80	100	20	25
893110	Cabinetmakers And Bench Carpenters	80	100	20	25
925460	Bindery Machine Operators	80	100	20	25
971170	Driver/Sales Workers	80	100	20	25
971020	Truck Drivers, Heavy	730	910	180	24.7
630170	Correction Officers, Jailers	870	1,080	210	24.1
874020	Painters, Paperhangers—Const	380	470	90	23.7
790170	Animal Caretakers—Except Farm	170	210	40	23.5
790410	Laborers, Landscaping/Groundskeep	1,970	2,430	460	23.4
573050	Postal Mail Carriers	260	320	60	23.1
660020	Dental Assistants	260	320	60	23.1
150170	Construction Managers	130	160	30	23.1
329080	Dental Hygienists	130	160	30	23.1

Source: Table 5 – Occupational Projections for San Luis Obispo County Published by Employment Development Department/Labor Market Information Division (March 2000 Benchmark.) Excludes not elsewhere classified (NEC) categories and occupations with employment of less than 100 in 2006.

Produced by Private Industry Council of San Luis Obispo County, Inc.

Occupational Outlook – San Luis Obispo County 1999 – 2001

ALL RESPONSES ARE KEPT STRICTLY CONFIDENTIAL

Whom should we contact with any further questions?

Name: _____

Position: _____

Phone: _____ Fax: _____

Occupation: 211140 ACCOUNTANTS AND AUDITORS		
Accountants and Auditors examine, analyze, and interpret accounting records for the purpose of giving advice or preparing statements and installing or advising on systems of recording costs or other financial and budgetary data.		
Does your firm employ any individual performing the duties in the occupation described above? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, please complete this survey for the occupation described. If no, please return this questionnaire to the above address. If your firm has multiple locations, please confine your answers to locations in your county .		
1. What job title(s) does your firm use for these duties?	Job Title(s): _____	
2. a. How many employees does your firm currently have in this occupation?	Number of Employees: _____	
b. In this occupation, how many are:	Number of Males: _____	Number of Females: _____
c. In this occupation, how many current employees are there and on average how many weekly hours do they work?		
Regular, Full Time:	Number of Employees: _____	Average Weekly Hours Worked: _____
Regular, Part Time:	Number of Employees: _____	Average Weekly Hours Worked: _____
Temporary/On Call:	Number of Employees: _____	Average Weekly Hours Worked: _____
Seasonal:	Number of Employees: _____	Average Weekly Hours Worked: _____
3. In your firm, what shifts are available for this occupation? (check all that apply)	<input type="checkbox"/> Day <input type="checkbox"/> Swing <input type="checkbox"/> Graveyard <input type="checkbox"/> Other: Please specify _____	
4. Has your firm hired in this occupation within the last 12 months?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
If yes, how many were hired to fill:		
vacancies resulting from promotions within your firm?		
vacancies resulting from people in permanent positions leaving your firm?		
new permanent positions resulting from growth?		
temporary, on call, or seasonal positions?		
5. a. During the last 12 months, did your firm's employment in this occupation: (Check one)	<input type="checkbox"/> Decline <input type="checkbox"/> Remain Stable <input type="checkbox"/> Grow	
b. Over the next 24 months, do you expect your firm's employment in this occupation to: (Check one)	<input type="checkbox"/> Decline <input type="checkbox"/> Remain Stable <input type="checkbox"/> Grow	
6. When you hire applicants for this occupation, is prior experience in this occupation required? If yes or preferred, how much experience in this occupation is required/preferred? Is experience in other occupations accepted?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Not required, but preferred _____ (months) <input type="checkbox"/> Yes <input type="checkbox"/> No Please specify below: Occupation: _____ (months)	
7. If prior experience is required when you hire applicants for this occupation, please indicate how difficult it is for your firm to find fully qualified applicants. (Circle one)		
Not Difficult 1 2 3 4 Difficult		
8. If prior experience is <u>not</u> required when you hire applicants for this occupation, please indicate how difficult it is for your firm to find qualified applicants. (Circle one)		
Not Difficult 1 2 3 4 Difficult		

9. Does your firm accept training as a substitute for experience in this occupation? If yes, how many months of training can generally be substituted?		<input type="checkbox"/> Yes <input type="checkbox"/> No _____ (months)						
10. Is technical or vocational training required prior to employment in this occupation ? If yes or preferred, what kind of training is required?		<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Not required, but preferred _____ (months)						
11. What is the minimum level of education your firm requires when hiring an applicant in this occupation ? (Check one).								
<input type="checkbox"/> Less than high school diploma <input type="checkbox"/> High school diploma or equivalent <input type="checkbox"/> Associate Degree (2 year) <input type="checkbox"/> Bachelor Degree (4 year) <input type="checkbox"/> Graduate Study								
12. What is the usual income earned by your firm's employees in this occupation at the following levels of skills and experience?		For other compensation, please indicate the average overall earnings and types(s) of compensation.						
<ul style="list-style-type: none"> New hires, no experience (trained or untrained): New hires who are experienced: Experienced employees after 3 years with your firm: <p style="text-align: center;">(Please check one)</p>	<u>Base Wage or Salary</u> \$ _____ \$ _____ \$ _____ <input type="checkbox"/> Hour <input type="checkbox"/> Week <input type="checkbox"/> Month <input type="checkbox"/> Year	<u>Other Compensation</u> \$ _____ \$ _____ \$ _____ <input type="checkbox"/> Hour <input type="checkbox"/> Week <input type="checkbox"/> Month <input type="checkbox"/> Year	<u>Type of Compensation</u> <input type="checkbox"/> Commission <input type="checkbox"/> Tips <input type="checkbox"/> Bonus <input type="checkbox"/> Piece Rate <input type="checkbox"/> Other Specify _____					
13. Are the wages for employees in this occupation subject to a collective bargaining or union agreement? If yes, what is the name of the union or local number?			<input type="checkbox"/> Yes <input type="checkbox"/> No _____					
14. Please check which benefits your firm offers full-time (FT) and part-time (PT) employees in this occupation and which best describes who pays for them:								
	<u>Employer Pays All</u>		<u>Share Cost</u>		<u>Employee Pays All</u>		<u>Not Provided</u>	
	FT	PT	FT	PT	FT	PT	FT	PT
Medical Insurance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Dental Insurance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Vision Insurance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Life Insurance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sick Leave	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Vacation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Retirement Plan	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Child Care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (Please Specify): _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15. a. Does your firm ever promote employees in this occupation to higher level positions?					<input type="checkbox"/> Yes <input type="checkbox"/> No _____			
If yes, what are the titles of the positions to which they may be promoted?					_____			
b. What skills are important for career advancement?					_____			
16. What computer software skills, if any, does your firm seek in applicants for this occupation ? (Please check all that apply)								
Specify software names: <input type="checkbox"/> None								
<input type="checkbox"/> Word Processing <input type="checkbox"/> Spreadsheet <input type="checkbox"/> Database <input type="checkbox"/> Desktop Publishing <input type="checkbox"/> Other: _____								

17. What other new skills are needed to perform the duties of this occupation?					_____			
18. When your firm hires employees for this occupation , which are the top three most successful recruitment methods?								
<input type="checkbox"/> In-house promotions or transfers <input type="checkbox"/> EDD <input type="checkbox"/> School/program referrals <input type="checkbox"/> Private employment agencies			<input type="checkbox"/> Newspaper ads <input type="checkbox"/> Walk-in applicants <input type="checkbox"/> Union hall referrals <input type="checkbox"/> Trade journals			<input type="checkbox"/> Internet <input type="checkbox"/> Colleges/Universities <input type="checkbox"/> Employee referrals <input type="checkbox"/> Other (Please specify): _____		
19. Are you aware of any new, changing, or emerging occupations in your industry? Please specify:					<input type="checkbox"/> Yes <input type="checkbox"/> No _____			
Would you like to receive a complimentary copy of the survey results for this occupation?							<input type="checkbox"/> Yes <input type="checkbox"/> No	

THANK YOU FOR YOUR COOPERATION !

Appendix E

Training Providers San Luis Obispo County

Academy Travel School

570 Higuera Street, #195
San Luis Obispo, CA 93401
Phone: 805-781-2630
Fax: 805-781-3299
Website: www.itravelconsultants.com

Atascadero Adult School

One High School Hill
Atascadero, CA 93422
Phone: 805-462-4386

Atlas Computer Centers

8763 El Camino Real
Atascadero, CA 93422
Phone: 805-593-0565
Fax: 805-593-0564
Website: www.atlascomputercenters.com

Atlas Computer Centers

75 Higuera Street, Suite 210
San Luis Obispo, CA 93401
Phone: 805-593-0565
Fax: 805-593-0564
Website: www.atlascomputercenters.com

California Coast Language Academy

586 Higuera Street, Suite 200
San Luis Obispo, CA 93401
Phone: 805-541-8060
Fax: 805-541-4810
Website: www.cclausa.com

California Polytechnic State University

1 Grand Avenue
San Luis Obispo, CA 93407
Phone: 805-756-2311
Fax: 805-756-5400
Website: www.calpoly.edu

**California Polytechnic State University,
Extended Studies**

1 Grand Avenue
San Luis Obispo, CA 93407
Phone: 805-756-2053
Fax: 805-756-5933
Website: www.ExtendedStudies.calpoly.edu/

Career Training Center

4875 El Camino Real
Atascadero, CA 93422
Phone: 805-462-2282
Fax: 805-462-9282
Website: www.ctraining.org

Carpenters Union Local 1800

1177 Poole Street
Arroyo Grande, CA 93420
Phone: 805-473-1800
Fax: 805-473-2423

**Central California School of Continuing
Education**

3195 McMillan, Suite F
San Luis Obispo, CA 93401
Phone: 805-543-9123
Fax: 805-543-6330
Website: www.ccs@thegrid.net

Coast Union High/ROP

2950 Santa Rosa Creek Road
Cambria, CA 93428
Phone: 805-927-3889
Fax: 805-927-7105

Computer Training Network

1137 Pacific Street
San Luis Obispo, CA 93401
Phone: 805-546-0357
Fax: 805-237-2137
Website: www.ctcinc.com

Contractors License Courses of California

11545 Los Osos Valley Road
San Luis Obispo, CA 93401
Phone: 805-544-1682

CTE Computer Training Centers, Inc.

3220 S. Higuera Street, Suite 208
San Luis Obispo, CA 93401
Phone: 805-786-4283
Fax: 805-545-5435
Website: www.ctetrain.com

Cuesta College

Highway One
San Luis Obispo, CA 93405
Phone: 805-546-3100
Fax: 805-546-3904
Website: www.cuesta.org

H & R Block Tax Training School

4401 El Camino Real, Suite A
Atascadero, CA 93422
Phone: 805-466-0490
Fax: 805-466-6822
Website: www.hrblock.com

Appendix E *(continued)*

Training Providers

San Luis Obispo County

H & R Block Tax Training School

1800 Grand Avenue
Grover Beach, CA 93433
Phone: 805-928-2391
Fax: 805-349-0488
Website: www.hrblock.com

H & R Block Tax Training School

527 Pine Street
Paso Robles, CA 93446
Phone: 805-238-0715
Fax: 805-237-4067
Website: www.hrblock.com

H & R Block Tax Training School

560 Higuera Street
San Luis Obispo, CA 93401
Phone: 805-928-2391
Fax: 805-349-0488
Website: www.hrblock.com

Huffman Institute

5943 Traffic Way
Atascadero, CA 93422
Phone: 805-461-1053
Fax: 805-461-1053
Website: home.calinet.com/huffman/school.htm

International Brotherhood of Electrical Workers (IBEW), Local 639

6363 Edna Road
San Luis Obispo, CA 93401
Phone: 805-543-5693
Fax: 805-544-3762

Lucia Mar Unified Adult Education

227 Bridge Street
Arroyo Grande, CA 93420
Phone: 805-473-4244
Fax: 805-473-5641
Website: www.luciamar.k12.ca.us

MacTeacher

2308 Broad Street
San Luis Obispo, CA 93401
Phone: 805-541-9225
Fax: 805-541-2131
Website: www.macteacher.com

Montessori World Educational Institute

3025 Monterey Road
Atascadero, CA 93422
Phone: 805-466-2872
Fax: 805-466-3233
Website: www.montessoriworld.org

Opportunities Unlimited

200 South 13th Street
Grover Beach, CA 93433
Phone: 805-474-9006
Fax: 805-474-9012

Plumbers and Pipe Fitters Union Local 460

3710 Broad Street
San Luis Obispo, CA 93401
Phone: 805-543-2416
Fax: 805-541-0251

San Luis Coastal Adult School

1500 Lizzie Street
San Luis Obispo, CA 93401
Phone: 805-549-1222
Fax: 805-549-1222

Shoreline Occupational Services/Goodwill Industries

880 Industrial Way
San Luis Obispo, CA 93401
Phone: 805-544-0542
Fax: 805-544-0543
Website: www.scgoodwill.org

So. CA Cement Masons Joint Apprenticeship Trust

9504 Los Palos Road
Atascadero, CA 93422
Phone: 805-528-0215
Fax: 805-528-7257
Website: www.Local600.org

Specialized Technical Education Program School

715 24th Street, Suite J
Paso Robles, CA 93446
Phone: 805-237-7837
Fax: 805-238-6076

University of La Verne

3211 Broad Street, Suite 113
San Luis Obispo, CA 93401
Phone: 805-542-9690
Fax: 805-542-9735
Website: www.ulv.edu

Private Industry

C O U N C I L

of San Luis Obispo County, Inc.

4111 Broad Street ■ Suite A ■ San Luis Obispo ■ California ■ 93401 ■ Phone (805) 788-2601 ■ Fax (805) 541-4117